

Police Staff
Resource Controller
Communications Department
Role Definition: TT005 / 10713 & 18290

ROLE DEFINITION

Dept / Area Command:	Communications Department	Section:	Command and Control
Post Title:	Resource Controller	Post Reference:	TT005 / 10713 & 18290
Post Grade:	Grade E	Location:	Northern Ponteland Southern South Shields
Car User Status:	Occasional	Telephone Allowance:	No
Shift Allowance:	Yes	Standby Allowance:	No
Weekend Enhancement:	Yes	Contractual Overtime:	Yes
Line Manager:	Communications Team Leader		
Staff Responsibilities:	Not Applicable		
Purpose:	Identify, task and direct the most appropriate resources to attend incidents in line with the force deployment model; manage and coordinate the response to all incidents within a geographic area, from deployment of staff to finalisation of an incident, updating the force IT systems with timely and accurate information, in compliance with National Crime Recording Standards (NCRS) and National Standards of Incident Recording (NSIR).		

Key Responsibilities:-

1. COMMAND AND CONTROL

- a. **Evaluate incident information using the force IT systems evaluate, taking into account grading and GIS mapping systems, identifying and tasking appropriate police resources in line with the force deployment model, to deliver an effective service to the public.**
- b. **Monitor incidents in progress or awaiting response, maintaining contact with officers attending incidents and updating incident logs with action taken and relevant information as incidents progress in order to contribute to the quality of service delivered.**
- c. **Monitor assigned radio channels, responding to and providing information or assistance to officers and staff and responding immediately to calls for assistance.**

- d. **Manage and coordinate the police response to incidents including responsibility for delaying incidents in appropriate circumstances and ensuring incidents are updated and finalised accurately and in compliance with force and national standards.**
 - e. **Advise Communications Centre and operational supervisory officers of matters requiring their attention.**
- 2. INCIDENT UPDATING**
- a. **Obtain incident updates from officers via radio and telephone to enable frontline staff to remain available for deployment and visible within communities.**
 - b. **Assist in the completion of incident linked electronic documents on the Force computer system.**
 - c. **Ensure updated incidents comply with NSIR, NCRS and other Force or national guidelines**
- 3. ENQUIRIES**
- a. **Obtain and update information contained on local and national computer systems related to incident or operational needs.**
 - b. **Carry out a range of general enquiries and telephone call-out duties to assist with expeditious conclusion of incidents.**
 - c. **Call out emergency services or specialised persons or firms by phone eg doctors, key holders, glaziers, locksmith, council departments, utilities etc.**
 - d. **Liase with relevant parties to communicate with or obtain information related to incidents such as providing information and updates to victims.**

The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.