



WEST MIDLANDS POLICE

ROLE PROFILE

OCU/DEPARTMENT: Force Contact	POST NUMBER: Various Posts
SECTION PCO	POST TITLE: Force Contact Supervisor
GRADE: 5	DATE: July 2026

1. JOB PURPOSE

To work as part of a supervisory team responsible for providing leadership, direction and performance management to Force Contact Officers.

2. MAIN DUTIES AND RESPONSIBILITIES

- Visible leadership by floor walking, regularly interacting and talking with staff, providing clear direction and support regarding service delivery and performance management.
- To work as part of a team setting a clear direction and promoting team work to achieve high standards of professionalism and performance in all situations.
- To provide a positive working environment, adhering to Force Values, promoting team work to ensure delivery of Force Contact objectives.
- Listen to, involve and motivate others to take action and behave with courage and dignity.
- Work closely with fellow Force Contact Supervisors providing support in the management and development of all staff.
- Work with the Service Delivery Officer (SDO) and Resource Management Performance Team (RMPT) to ensure resilience within Force Contact teams to meet demand and to maintain performance.
- Make clear, timely and justifiable decisions in line with the National Decision Model (NDM). Take ownership for resolving problems, supporting staff in dealing with difficult and challenging situations.
- To ensure that the NDM is understood by all staff and create an environment which encourages and empowers its use.
- Maintain regular contact with other internal departments / LPA's to recognise issues / events which may impact on service delivery.

- Conduct regular intelligence driven briefings and debriefings, ensuring staff receive and understand all relevant information which may affect service delivery and performance. Coordinate and support the effective gathering, submission and use of intelligence, ensuring it's accurate, relevant and timely.
- Participate in the Daily Management Meeting process, highlighting any issues pertaining to threat, vulnerability, risk or harm which are likely to impact on or affect service delivery and performance.
- Assist in monitoring, reviewing and recording contact with public and in accordance with the following:
 - Home Office Counting Rules
 - National Standards Incident Recording
 - Force Contact Standards
 - Public Contact Office Processes and Guidelines
- Ensure a timely and quality of service is delivered, developing trust and confidence and providing public reassurance within local communities.
- To monitor and manage the efficient and effective use of scheduled appointments, liaising with the relevant LPA / Department to ensure customer needs are met and the optimal deployment of resources.
- Ensure staff understands the importance of identifying and addressing issues of vulnerability, in accordance with the relevant Force policy.
- To ensure staff perform and meet WMP quality of service standard in respect of all their duties.
- To ensure all staff, partner agencies and communities are treated with respect and compassion, receiving excellent policing services.
- Ensure that the appropriate management level is informed and updated regarding any issues pertaining to threat, vulnerability, risk or harm which are likely to impact on or affect service delivery and performance.
- To represent and assist the LPA Local Command Team on issues relating to Force Contact. Take responsibility to solve problems, implement change, ensuring the public receive excellent policing services.
- Ensure the effective and appropriate use of all available technology within the Force Contact environment. This will include all relevant Force IT systems.
- Be responsible for developing people by coaching and mentoring, supporting developmental opportunities and encouraging staff to take on new responsibilities. Ensure recognition through the electronic Development Review (eDR) process. Motivate staff by giving genuine praise, highlighting success and recognising good performance.
- Take personal responsibility for your own continuous development by maintaining a full understanding of all operating systems, protocols, policies and procedures pertaining to Force Contact responsibilities.
- To be responsible for instigating and participating in the eDR process identifying opportunities for self-development where appropriate.

- To provide advice and guidance in relation to short term absenteeism (e.g. sickness, annual leave and time owing), in conjunction with the SDO role.
- To manage staff welfare / attendance absence issues for staff including Occupational Health referrals and visits and on-going support.
- Ensure compliance with force policies in relation to Diversity, Equalities Act, Community and Race Relations, Health and Safety legislation and any other Force legislation. Ensure the facilitation of the Force Complaints procedure when applicable.
- To ensure compliance with statutory requirements in relation to the management of information including the Data Protection Act 1998, the Freedom of Information Act 2000 and the Guidance on the Management of Police Information (MOPI) 2010, as appropriate.
- To comply with Force audits relating to Force Contact and ensure that the quality of all records are MOPI compliant and adhere to the national standards.
- Undertake the review, test and implement of relevant business continuity plans as directed.
- Undertake risk assessments of any Force Contact environment.
- To meet on a regular basis with other Force Contact Supervisors and disseminate information relevant to keep staff informed.
- To support the department with the recruitment and selection of any Force Contact Staff.
- This job description records the principal responsibilities of the job at the date shown. The job description will be reviewed and may be updated from time to time in conjunction with the post holder and recognised Trade Unions to reflect changes.

3. QUALIFICATIONS, EXPERIENCE, SKILLS AND COMPETENCIES

Essential Requirements

- Proven at leading people and delivering change.
- Have an effective and efficient customer service background
- Clear decision-making ability
- Effective communication and presentation skills.
- Proven ability to work as part of a team
- Able to make informed independent decisions
- Manage staff performance effectively.
- Demonstrate a commitment to delivering a high-level quality of service.

- Provide a flexible approach with an ability to prioritise and adapt to changing demands.
- Demonstrate forward thinking and proactive approach to self-development and others
- Evidence of effective working relationships with internal and external partners
- Experience in using IT systems including Windows based applications

Desirable Skills

- Awareness of role relevant information and legislation.
- Knowledge and understanding of Home Office Counting Rules, National Standards Incident Recording, Force Contact Standards.
- Access to and understanding of Force Command and Control system and Crimes recording system.
- Access to and understanding of Force Intelligence briefing systems.
- Knowledge of the National Decision Model (NDM) and Force Intelligence Management System
- Knowledge and working experience of Force Rostering and Resourcing Systems
- Have a knowledge of HR systems for skills and personal development e.g. eDR

4. SUPERVISORY RESPONSIBILITY

Provide supervisory responsibility for Force Contact staff including Call Handling and Public Contact Office staff.

5. SUPERVISION RECEIVED

Line management will be from the Force Contact Manager.

6. CONTACTS OUTSIDE OWN SECTION

The Force Contact Supervisors will be expected to liaise with WMP Police staff and officers from a variety of internal departments, other Police Services, external partners and members of the public.

7. SPECIAL CONDITIONS

Force Contact Supervisors will be required to work an agreed working pattern, which may be rotating and include weekends and Public Holidays.

Force Contact Supervisors will have a nominated work location but will be required to travel around the force area and visit Force Contact locations to support Force Contact staff.