



CALL MANAGEMENT AUDIT SCHEME

ROLE DESCRIPTION

The roles and responsibilities of a Call Management Auditor are:

1. To adhere to the 'Memorandum of Understanding' and the Call Management Audit 'Scheme Guidance' issued by the OPCC on commencement of the role;
2. To arrange visits with a fellow Call Management Auditors;
3. To undertake an audit of randomly selected emergency and non-emergency calls received by the Constabulary's Force Control Centre to ensure that the demands and expectations of the public are met through call handling and incident response standards. Auditors will review the Constabulary's response against the national call handling standards and national standards for crime recording.
4. To discuss any immediate concerns arising from the audit with the Force Control Centre representative in attendance during the audit;
5. To complete a report form on the audit for the OPCC, ensuring that all relevant information is recorded accurately, clearly and concisely;
6. To maintain professional working relationships with OPCC staff and police officers/staff;
7. To complete and submit expense claims in-line with the scheme guidelines;
8. To attend the annual Call Management Audit meeting and other training sessions as required by the OPCC;
9. To undertake all reasonable instructions requested by the Chief of Staff.