Role

The overarching aim of the control room supervisor is to ensure that rapid and effective actions are implemented to save lives, minimise harm and lessen the effects of the incident.

Responsibilities

a) Make an initial assessment of the available information and ensure that appropriate resources are mobilised.

b) Determine whether the situation requires escalation to the respective organisations' incident command structures and take action where appropriate.
In some smaller-scale incidents, it may be appropriate for one or more services to deploy commanders to the scene while other services maintain command from their control room. When this model is adopted, it is important that control room managers acting as commanders work with commanders at the scene in line with JESIP principles.

c) Where appropriate, declare a major incident and communicate this to others.

d) Understand the role of each agency in effective sharing and co-ordination of available information during the early stages of an incident.

e) Contribute to establishing shared situational awareness by agreeing a common view of the situation, its consequences and potential outcomes, and the actions required for its resolution.

f) Jointly agree a preliminary rendezvous point (RVP) and forward command post (FCP) if required for the initial response, and communicate this to commanders without delay.

g) Share information using the M/ETHANE model in the early stages of an incident between control rooms and all the resources involved.

h) Co-ordinate communication between control room single points of contact (SPoCs) by a method agreed during early multi-agency discussions.

i) Agree timings for further voice conversations between control room supervisors to maintain shared situational awareness.

j) Consider at an early stage whether to establish interoperable voice communications.

k) Understand how continually changing hazards and risks affect each organisation and work with multi-agency control room colleagues to address them.

l) Make and share decisions within agreed level of responsibility while remaining aware of the potential implications of any decisions made.

m) Support the response by ensuring that appropriate additional resources are mobilised, including specialist assets and command support roles.

n) Update other commanders with new information and/or intelligence as the incident progresses.

o) Ensure that statutory responsibilities for the health, safety and welfare of individuals are met during the incident.

p) Maintain accurate records of information known, decisions taken and a concise rationale for those decisions. Records should be made contemporaneously.

q) Take a full part in organisational post-incident procedures.

r) Consider any issues that have negatively affected interoperability and ensure they are noted in any debrief reports for submission to Joint Organisational Learning.