

## Force Operations Room Operator

The Contact Management Centre located at Derbyshire Constabulary Headquarters is looking to appoint resilient and assertive Contact Room Operators acting as first line contact to our local communities.

It is essential you are passionate about working in a fast-paced and challenging environment, supporting our local community. Working within a team, the role offers a diverse array of tasks including:

- Delivering excellent telecommunications
- Inputting significant information - gathered quickly and accurately
- Listening effectively and extracting information to assess the risk of each situation
- Excellent attention to detail

The role involves working across both the Incident Control Room and Force Contact Centre with both police officers and police staff. Successful applicants will effectively manage operational policing incidents ensuring that adequate resources are deployed to provide a high quality service.

You will ensure that all 999 emergency calls are answered promptly within the departmental and national targets. The role will involve recording incidents in accordance with both the National Standard of Incident Recording and National Standards of Crime Recording. You will answer 101 non-emergency calls from both internal and external sources promptly and professionally in line with departmental and national targets.

The role also includes booking appointments for members of the public to be seen at their home address or police station.

Our ideal candidate must be able to;

- Communicate in a concise and accurate manner
- Have excellent communication skills
- Experience of customer service and or have a background in a customer-facing role. However, we have found that candidates with various work and life experiences can excel in this role
- Strong IT skills and competent with computer applications including Microsoft Office packages
- You must have GCSE English Language Grade C/4 or above or equivalent qualification, or transferable competency in communication demonstrated by experience of interviewing clients/customers
- A strong team player
- Excellent geographical knowledge
- Must be able to travel to other stations when required

In return, we offer:

- Salary: £19,704 - £24,759 per annum plus allowances for shift working
- 4 on, 4 off rotating shift pattern, covering 24 hours, 7 days a week (including evening, night and weekend shifts)
- Full time, permanent positions available

How to apply:

To find out more, we are holding informal open evenings at Force Headquarters on:

Date: Wednesday 20<sup>th</sup> March 2019

Time: 6:00pm and 7:00pm

To book a place, please follow the links below;

<https://shrsc.tal.net/vx/appcentre-External/brand-5/candidate/so/pm/6/pl/1/opp/1552-Force-Operations-Room-Operator/en-GB>

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### Skills Test

All applicants who are successfully paper sifted will be subject to a Skills Test prior to interview. Further information will be provided throughout the recruitment process regarding this however the assessment includes transposition, listening and spelling.

### Training

Successful candidates will attend a comprehensive training course which covers all aspects of the role. This takes place over 15 weeks.

For the first 7 weeks of training you will be working Monday to Friday 0800-1600. No shift allowances or weekend enhancements are applicable for this period.

For the remaining 8 week training period you will work on a 5 on, 3 off shift pattern and be entitled to shift allowance and weekend enhancements.

Please note that during the first 7 weeks of training annual leave will not be permitted due to the importance of the training delivered during this period.