



# Falkland Islands Government – Job Description

<b>Job Title:</b>	Emergency Services Control Room Operator		
<b>Department:</b>	Emergency Services	<b>Section:</b>	Royal Falkland Islands Police
<b>Reports to:</b>	Senior Clerk		
<b>Grade:</b>	Falkland Islands Government – Grade G2		

## Job Purpose

To be the first point of contact for the Emergency Services and the Maritime ship to shore radio service including the efficient management of the telephone switchboard and radio communication systems, accurately assessing non-emergency and emergency calls for assistance, the control and management of Government resources and receiving all visitors to Police Headquarters.

## Main Accountabilities:

### Operational Matters

- Receive and route all telephone calls as appropriate, including 999 emergency and non-emergency calls, recording, assessing and grading the reports being made and dealing with any enquiries.
- Perform radio control duties, including receiving and transmitting dispatches, the control, deployment and management of appropriate resources initiating necessary actions as may be required.
- Compile and maintain an incident log for all emergency and non-emergency incidents, including updating other database systems as required to ensure all records are accurate and correct.
- Monitor the Maritime ship to shore radio network, receive and transmit messages to vessels. Initiate emergency response to reported vessels in distress.
- Receive and deal with all visitors through taking reports, dealing with general enquiries or directing them to the appropriate person as necessary.
- Carry out compliance and audits on all databases, for example Overseas Territories' Regional Crime Intelligence Systems (OTRCIS) and to make sure they are correct and updated as required.
- Comply with the FIG values and Management Code especially equality, diversity, fairness, dignity and health and safety in the workplace.
- Provide CCTV monitoring oversight duties for Her Majesty's Prison (HMP) when required including during out of office hours to call and dispatch resources as required.

### Administrative Matters

- Ensure that updated information is either displayed within the control room or shared with work colleagues accordingly.
- Assist in updating Standard Operating Procedures (SOP's) and managing social media platforms to promote positive stories.
- Conduct Criminal Record (Vetting) Checks as required.
- Report any significant radio and/or any other communication issues and undertake other duties as maybe required.

***The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.***



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<b>Additional Information:</b>	
<p>Due to the need to provide cover on a 24/7 basis, the post holder will be expected to work during unsociable hours, including weekends and public holidays and work a designated shift pattern. The postholder must also be available in the event of a major incident. In light of this this post will attract unsocial payments.</p> <p>The work can be demanding as difficult decisions have to be made quickly and accurately. The postholder may also be dealing with members of the public who are distressed due to the nature of the content of emergency services work.</p> <p>A uniform will be worn and a polite and courteous manner is essential as the job holder will be, in the majority of cases, the first point of contact for visitors and callers.</p>	
<b>Criminal Record Checks - This post is regarded as sensitive</b>	
<p>All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).</p> <p>Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers. Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.</p>	



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Person Specification:	Emergency Services Control Room Operator		
Criteria	Essential	Desirable	Assessment Method
<b>Education and Training:</b>			
5 GCSE English Language and Mathematics (Grade 4+ or C or above (or equivalent level of qualifications)	✓		A
NVQ Level 2 in Business and Administration or equivalent, or the ability to obtain one within an appropriate time frame	✓		A
Qualifications and/or documented evidence of attendance at courses in word processing / typewriting; or Microsoft Office in general	✓		A/I
Valid driving licence	✓		A
A working knowledge of a second language e.g. Spanish would be useful		✓	A
<b>Knowledge, Skills and Experience:</b>			
Criteria	Essential	Desirable	Assessment Method
Good IT skills (including good keyboard skills) and experience in using Microsoft Office programmes such as Word, Excel, Access, PowerPoint, Publisher and Outlook	✓		A/I
Minimum of 5 years' relevant administrative/clerical experience	✓		A/I/R
Experience of providing an effective customer service delivery with excellent interpersonal skills	✓		A/I/R
Ability to gather enough information to understand specific issues and/or events	✓		I/R
Ability to apply and maintain confidentiality at all times and have a pleasant and polite manner both when dealing face to face and on the telephone	✓		A/I/R
Excellent 'Active' listening skills and the ability to probe callers / visitors to ascertain key information and record it accurately for the attention and/or investigation by other staff	✓		I/R
Excellent written and spoken English and the ability to produce clear and concise notes and reports	✓		A/I/R
Ability to work within a team and independently using their own initiative to organise work load to meet tight deadlines	✓		A/I/R
A methodical approach with careful attention to detail	✓		A/I/R
The ability to prioritise and produce results under pressure	✓		A/I/R



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<b>Person Specification:</b>	Station Enquiry Officer		
<b>Knowledge, Skills and Experience:</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
Knowledge of the Global Maritime Distress and Safety System (GMDSS) or the ability to undergo training within the appropriate timeframe		✓	A/I/R
An interest in Emergency Services		✓	I
Good geographic knowledge of Stanley and the Falkland Islands and competent in map reading		✓	A/I
Knowledge of the Emergency Services Directorate and structure, including its computer systems		✓	I
An ability to speak a relevant second language such as Spanish etc		✓	I
<b>Personal Attributes:</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
Well organised and self-motivated person	✓		A/I/R
Honest and Reliable	✓		I/R
Works effectively as a team member as well as independently	✓		I/R
Takes personal responsibility for own actions and focused on achieving results to required standards as well as developing skills and knowledge.	✓		A/I/R
Able to deal and cope with stressful/challenging situations whilst remaining calm	✓		I/R
Understands and is sensitive to social, cultural and racial differences	✓		I/R
Maintain a high standard of discipline, attendance and appearance in uniform as well as maintaining workclothing and equipment to high standard at all times	✓		I

## Method of assessment:

A - Application Form

I - Selection Interview

R – Reference