



## FORCE COMMUNICATIONS SUITE CALL HANDLER ROLE

### Some information about the role...

The Force Communications Suite works 24 hours a day, 7 days a week, 365 days a year and every day the Centre receives around 1200 calls. It's a fast paced ever changing environment which is right at the heart of the action for the Police service within Gwent. Force Communication Suite Call Handlers are highly trained and skilled, they deal with all emergency calls received through 999 and all non-emergency calls received via 101 and the Switchboard. In addition to recording incidents and giving advice, the call handlers are also trained to record and investigate certain types of incidents and crimes all with the aim of giving the most effective and efficient service to the caller.

Whilst it is a highly responsible job, it's also incredibly rewarding. Having the ability to help someone in their hour of need and make a real difference can be life changing. Whilst some calls can be exciting, many are highly emotional and it's the responsibility of the Communications Suite Staff to remain calm, whilst reassuring the caller and gaining all the vital information.

### What we're looking for....

We are looking for enthusiastic and ambitious applicants with a positive approach and good telephone manner with people. Individuals who have transferable skills who are looking for a new opportunity to develop, gain knowledge and new experiences then this may be the job for you! If you would like to have an insight into the job to ensure it is for you then you can apply on line for a 'Ride along' Scheme in the Communications Suite via the Gwent Police Internet site.

### What you can expect from us....

You will be part of the team. We will train and support you throughout your training and probationary period to ensure you understand your role and responsibilities. The 10 month probationary is there for us to train you, giving you the time necessary to learn and understand the complexity of the role.

### Some more information

If successful you will be employed subject to a 10 month probationary period. The reason for the length of this probation period is because we spend a lot of time ensuring you

receive all the necessary training and support. This gives you enough time to learn, gain confidence and become competent in both call handling and crime recording

You would commence on grade 3 and initially undertake Call Handling training starting on 11/1/21. The first 13 weeks is full time (6 weeks of which is classroom based) and no significant annual leave can be accommodated within this period. Following the classroom based training you will move into full time working within the Force Communications Suite to build upon experience and confidence in fulfilling the call handling duties with the full support of the team. Once you have achieved competence in Call Handling you will progress to the next phase of training which is to Crime at Source (CAS). On the 12/4/20 you will move to part time hours of 25 hours per week following **one** of the patterns stipulated below and your pay will be adjusted to reflect this. Please note the pattern will be confirmed post employment.

MONDAY	0900-1400
TUESDAY	0900-1400
WEDNESDAY	1600-2100
THURSDAY	1600-2100
FRIDAY	1600-2100
SATURDAY	REST DAY
SUNDAY	REST DAY

MONDAY	1600-2100
TUESDAY	1600-2100
WEDNESDAY	0900-1400
THURSDAY	0900-1400
FRIDAY	0900-1400
SATURDAY	REST DAY
SUNDAY	REST DAY

Once you have achieved competence and have been assessed in the CAS role, you will move to Grade 4.

Please note these are part time posts and there is no plan for them to become full time.

### **The Salary**

The starting full time salary for grade 3 is £19359 pa and pro rata at 25 hours per week this equates to circa £13,164 pa plus attracts an unsocial hours allowance of 7.5%

Once competent in both call handling and crime recording you would move to grade 4 thus £14,020 and progress through the pay scale accordingly.

### **Shifts**

Your working pattern between 11/1/21 and 9/4/21 will be 37 hours per week Monday to Friday. On 12/4/21 you will move to work one of the shift patterns below and you will not be required to work on Bank Holidays.

MONDAY	0900-1400
TUESDAY	0900-1400
WEDNESDAY	1600-2100
THURSDAY	1600-2100
FRIDAY	1600-2100
SATURDAY	REST DAY
SUNDAY	REST DAY

MONDAY	1600-2100
TUESDAY	1600-2100
WEDNESDAY	0900-1400
THURSDAY	0900-1400
FRIDAY	0900-1400
SATURDAY	REST DAY
SUNDAY	REST DAY

### Overtime

Once fully competent , there are overtime opportunities.

### Siaradwyr Cymraeg

Disgwylir i ymgeiswyr ddangos ymagwedd gadarnhaol tuag at y Gymraeg a bod yn fodlon ymgymryd â hyfforddiant yn y Gymraeg fel y bo'n berthnasol i'w rôl. Gan mai swydd sy'n ymdrin â'r cyhoedd yw hon, rydym yn awyddus iawn i glywed gan ymgeiswyr sy'n rhugl yn y Gymraeg a fydd yn gallu rhoi cymorth i ni ddarparu gwasanaeth Cymraeg ar y pwynt cyswllt cyntaf. Os ydych yn siarad Cymraeg ac â diddordeb mewn dysgu mwy, cysylltwch â [catherine.baldwin@gwent.pnn.police.uk](mailto:catherine.baldwin@gwent.pnn.police.uk) am fwy o wybodaeth.

### Welsh Speakers

Applicants will be expected to demonstrate a positive approach to the Welsh language and be willing to undertake Welsh language training as it relates to their role. As this is a public facing position, we are particularly keen to hear from fluent Welsh speakers who will be able to support us in providing a Welsh language service at first point of contact. If you are a Welsh speaker and are interested in learning more, please contact [catherine.baldwin@gwent.pnn.police.uk](mailto:catherine.baldwin@gwent.pnn.police.uk) for more information.