



FORCE COMMUNICATIONS SUITE OPERATOR ROLE

Some information about the role...

The Force Communications Centre 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 Operators 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 operators are also responsible for the dispatch and control of police resources, making sure the right officers are in the right place at the right time. They 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 we'd recommend you 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 16 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 16 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 Omni-competent within the role.

You would start on grade 3 and initially undertake Call Handling training. The first 6 weeks is classroom based and weeks 7-13 inclusive you will remain Monday to Friday 37 hours per week undertaking the role and additional training and mentoring including training in Crime Recording & Management at Source. During this phase of training any substantial annual leave cannot be accommodated due to impact on progress and lack of availability to rearrange. At around your 14th week of employment you will join the shift pattern and receive the relevant shift allowance. This means you will start to receive the 20% enhancements plus you can claim for weekend enhancements (this equates to approximately a further 14.28%)

You will subsequently be assessed for competence in the Crime Recording and Management at Source element of the role and once you have achieved competence in you will move to Grade 4. Finally, you will progress to the 3rd phase of your training which is the Dispatch element. When you are fully competent in this area you will progress to a Grade 5. You will also be required to Tutor and assist other staff with their development once you have achieved full Omni competence.

Given operational, resourcing and training requirements & the varying times of individuals demonstrating their competence, it's impossible to guarantee at what point within the 16 months the change in grade will happen. What we can guarantee is that by the end of the 16 months you will be on the grade 5 spinal points

The Salary

This means you will start on £18,951 attracting a 20% allowance for working 24/7 shifts thus £22,741 (plus another £2653 approx. in weekend enhancements) once working shifts. Once fully competent in all 3 areas of the role you will be on **at least** £27,882 which includes your 20% shift allowance (plus another £3252 approx. in weekend enhancements).

Annual Leave

As you will be working a shift pattern with varying shift durations your annual leave is calculated in hours and minutes so whilst you are grade 3 and 4, your basic annual leave entitlement will be 170 hours 12 minutes (23 days x 7.24 paid working day).

When you progress to grade 5, this will increase to 185 hours (25 days) and after 5 years' service you will be entitled to 214 hours (29 hours 36 minutes)

Shifts

The shift system is a 6 on 4 off system which, as a guide is; two day shifts (0700-1700/0900-1700/0700-1500), two afternoon /evening shifts (1100-2100 or 1300-2100 or 1700-0100) and two evening or night shifts (1700-0300 or 2100-0700) – the rota is published a minimum of 3 months in advance. This shift system covers 365 days a year and includes Bank Holidays. In addition to the Annual Leave, every member of staff also has an entitlement to 8 statutory Bank Holidays in a year and these days will be given to you but not necessarily on the set Bank Holiday dates. If working on a Bank Holiday you are paid at a higher hourly rate.

Overtime

Once fully Omni competent, there are overtime opportunities. Overtime is paid at time and a half 1900-0700 Monday to Saturday and Double time Sundays and Bank Holidays.

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 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 for more information.