



Person Specification			
Post title	Control Room Operator	Grade / Salary	Pay Band C

***** This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months *****

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Ability to work in a pressurised control room environment using own initiative	CV/SS, I
S2	Ability to deliver a quality response to any telephone enquiries in to the control room	CV/SS, I
S3	Experience of working in a confidential environment and complying with General Data Protection Regulation principles.	CV/SS, I
S4	The post holder will be subject to NPPV Level 2 vetting. This is the standard vetting for persons joining the Police. Failure to pass this vetting will result in any Job offer being withdrawn.	CV/SS, I
S5	Ability to work as a loner worker on occasion	CV/SS, I
S6	Able to provide clear written logs for incidents	CV/SS, I
S7	Experience of working in a confidential environment and complying with General Data Protection Regulation principles.	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	Integrity - ability to be open and honest, to maintain high standards of personal behaviour and display strong moral principles	CV/SS, I
P3	Accountability - willingness to take personal responsibility for your actions and decisions, and to	CV/SS, I

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	understand the consequences of your behaviour	
P4	A demonstrable willingness to share information and work with other people	CV/SS, I
Communication		
C1	Proven ability to deliver a quality response to any telephone enquiries into the control room	CV/SS, I
Qualifications		
Q1	Excellent work experience with IT systems such as Word, Outlook and Excel IT systems	CV/SS, C

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview
P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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