



St Helena  
Government

# PUBLIC NOTICE

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## VACANCY FOR CONTROL / CONTACT CENTRE SUPERVISOR

The Emergency Services of the St Helena Police Directorate has an opportunity for a self-motivated, assertive and enthusiastic individual to join their team as Control / Contact Centre Supervisor. This post is offered on **6-month fixed-term contract in the first instance**.

The job purpose is to be responsible for the efficient operation of the St Helena Emergency Service's Control/Contact Centre and the Maritime ship to shore radio service including the efficient management of the telephone switchboard and radio communications.

Prospective candidates should have GCSE's in both Mathematics and English at Grade C or above or equivalent, with relevant background experience in call Centre operations or customer care and experience of dealing directly with the public. Candidates should also have experience of managing other staff at supervisor or team leader level.

Applicants should be 18 years of age or over and must have the ability to communicate effectively make on the spot decisions when deploying Emergency personnel to reported incidents and monitor and supervise as necessary Centre operators.

Salary for the post is at Grade C commencing at £10,704 per annum covering a 40 hour week supervising staff on operations 24/7 including weekends. The post is not shift based but you will be required to be flexible to cover unforeseen staff shortages as necessary.

For further details or an information pack, interested persons are invited to contact Ian Johnson, Operations and Civil Contingencies Manager on 25052.

Application forms are available from the Police Directorate (Police Headquarters, Coleman House). Applications should be completed and submitted, through Directors, where applicable, to Tina Sim, Human Resources Officer at Corporate Human Resources (or email [tina.sim@sainthelena.gov.sh](mailto:tina.sim@sainthelena.gov.sh)) by no later than 19<sup>th</sup> October 2018

*All appointments are subject to the successful candidate providing satisfactory clearances, including a medical check and vetting/DBS clearance. SHG reserves the right to have information provided on the application form independently verified.*

*SHG positively accepts applications from all members of the community regardless of race, gender, disability, age, sexual orientation, religion or belief, and will consider all applications on the basis of merit, in accordance with the person specification. All disabled applicants meeting the minimum criteria listed in the job profile will be guaranteed an interview.*

David Lynch  
Director of Police

10 October 2018