



St Helena  
Government

# PUBLIC NOTICE

---

## VACANCIES FOR CONTROL / CONTACT CENTRE OPERATORS

The Emergency Services of the St Helena Police Directorate has an opportunity for **three** self-motivated, assertive and enthusiastic individuals to join their team as Control/Contact Centre Operators. These posts are offered on **6-month fixed-term contracts in the first instance**.

The purpose of the job is to be the first point of contact for St Helena Government and their Emergency Service's 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.

Prospective candidates should have GCSE's in both Mathematics and English at Grade C or above or equivalent and experience of dealing directly with the public.

Applicants should be 18 years of age or over and must have the ability to communicate effectively, the ability to demonstrate good customer service skills to members of the public and internal customers and ability to deal with conflict and vulnerable/distressed callers.

Salary for the post is at Grade B commencing at £8,355 per annum and an unsociable hours allowance. Hours of work are to cover operations 24/7 on a shift basis including weekends, covering a 40 hour week.

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