



PERSON SPECIFICATION



Post Title:	Joint Emergency Services Control Centre (JESCC) Operator
Portfolio:	Police
Responsible to:	JESCC Manager
Responsible for:	None
Grade:	B (on the Control Contact Centre Framework)

Job Purpose

The primary purpose of this role is obtaining and providing accurate information to ensure the right decisions are made to help and keep people safe.

JESCC Operators improve the lives of all within our communities by being the first point of contact for the emergency services (police, fire, ambulance and sea rescue) and the maritime radio service. This includes the efficient management of the radio communication systems, accurately assessing non-emergency and emergency calls for assistance, the control and management of resources and receiving visitors to police headquarters.

Main Duties and Responsibilities

1. Answer all emergency 999 calls and non-emergency calls and treat all callers with respect, courtesy and cordiality, whilst obtaining relevant accurate information quickly.
2. Using systems, procedures and problem solving skills, attempt to resolve queries in a manner that is acceptable to the caller and agreed to by them, without, where possible, allocating a police officer or other emergency services staff.
3. Create incident logs in line with established procedures. Where an incident requires the deployment of the emergency services, ensure that this is carried out quickly and efficiently.
4. When the caller requires advice, ensure that the subject is properly researched and correct advice is given, and an incident log is created including advice given to the caller. This includes providing appropriate first aid advice to callers who require an ambulance.
5. Deal promptly, professionally and efficiently with operational staff via the appropriate communications system.
6. Be proficient in the use of all the radio systems complying with all current procedures and protocols.
7. Decide, as a result of the information received via incident log, radio or from a visitor, the most appropriate response, taking control of the incident, liaising with the on ground supervisor whilst maintaining an overview and control of resources.
8. Input information to, and search a range of computerised and manual systems in support of the functions in an accurate and orderly manner.
9. Ensure that all incident logs are resulted correctly, in a timely manner and in accordance with guidelines.



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10. Inform the duty supervisor (or on-call senior officer) promptly of any serious incidents and any other matter requiring their attention.
11. Respond to enquiries from other agencies or people requesting information.
12. Promote best practice by highlighting or suggesting improvements in working practices, arrangements or technology.
13. Monitor the Maritime ship to shore radio network for both St. Helena and Ascension Island, receive and transmit messages to vessels, initiate emergency response to reported vessels in distress and, where relevant, liaise with Port Control authorities on both islands.
14. Work within the Silver Control Room as and when required
15. Receive and deal with visitors to the police station, taking reports, dealing with general enquiries or directing them to the appropriate person as appropriate.
16. Comply with the Royal St. Helena Police Service Code of Ethics especially equality, diversity, fairness & dignity in the workplace and Health and Safety.
17. Take responsibility for own development and helps others acquire skills and experience.
18. Any other duties commensurate with the role and grade as may reasonably be requested by line management.

Special Conditions

This job profile is not an exhaustive list of duties and responsibilities and there may well be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. Applicants should also note the following special conditions that relate to this role:

- Contact with individuals who may be irate, threatening, abusive and/or distressed.
- Provide first aid advice by telephone to relevant callers (relevant training provided).
- The job involves working a 24 hour shift pattern of mornings, afternoons, nights and rest days, seven days per week. The night shift can include periods of lone working with a lone working procedure.

Behaviours

All roles are expected to know, understand and act within the ethics and values of the Royal St Helena Police.

The Policing Competency and Values Framework (CVF) has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice.



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This role should be operating or working towards the following levels of the CVF:

Resolute, compassionate and committed

We are emotionally aware:..... CVF Level 1

We take ownership: CVF Level 1

Inclusive, enabling and visionary leadership

We are collaborative: CVF Level 1

We deliver, support and inspire: CVF Level 2

Intelligent, creative and informed policing

We analyse critically:..... CVF Level 2

We are innovative and open-minded:..... CVF Level 1

Core Competency Framework

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
GCSE in English at Grade C or above or equivalent	E	✓	
Knowledge & Experience:			
Relevant background in call centre operations or customer care work.	D	✓	✓
Experience of dealing directly with the public	E	✓	✓
Skills and Abilities:			
Good verbal communication skills	E		✓
Able to produce accurate and clear written communications	E	✓	
Competent in the use of Microsoft Word and Excel	E	✓	
Ability to demonstrate good customer service skills to members of the public and internal customers	E		✓
Ability to pay attention to detail and accuracy, especially whilst working under pressure	E		✓
Ability to deal with conflict and vulnerable/distressed callers	E		✓



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Criteria	Essential / Desirable	Application Form	Selection Process
Ability to maintain high level of confidentiality	E		✓
Experience of radio communication protocols	D	✓	
Ability to remain calm when dealing with stressful situations	E		✓
Must be able to work in a team	E		✓
Other:			
Requirement to work shift work 24/7 Shift pattern is required including weekends and Public Holidays	E		✓
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E		✓
Contribute to a positive working environment ensuring commitment to equality and diversity	E		✓

Our Values

Every person working within the Royal St. Helena Police Service, which includes JESCC Operators, must work honestly and ethically. The public expect police officers and staff to do the right thing in the right way and basing decisions and actions on a set of principles will help to achieve this.

The principles set out in our Code of Ethics originate from the 'Principles of Public Life' published by the UK Committee on Standards in Public Life in 1995, as these continue to reflect public expectations. The Code also includes the principles of fairness and respect as these are crucial to maintaining and enhancing public confidence in Policing and other public services.

- **Accountability** - You are answerable for your decisions, actions and omissions
- **Fairness** - You treat people fairly
- **Honesty** - You are truthful and trustworthy
- **Integrity** - You will always do the right thing
- **Leadership** - You lead by good example
- **Objectivity** - You make choices on evidence and your best professional judgement
- **Openness** - You are open and transparent in your actions and decisions
- **Respect** - You treat everyone with respect
- **Selflessness** - You act in the public interest