



Person Specification			
Post title	Control Room Operator [Town Centres]	Grade	Grade C (£24,796 - £25,185) plus 22% shift allowance

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 into 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	Must be flexible in the approach to work as a three-week rotating shift pattern is in operation including weekends and Bank Holidays.	CV/SS, I
S5	A proven record of integrity and honesty and acting in a professional and conscientious manner in providing services to clients and the public.	CV/SS, I
S6	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 Failure to pass this vetting will result in any Job offer being withdrawn.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
S7	Be able to provide clear written logs for incidents.	CV/SS, I
S8	Working knowledge of the code of practice for operating CCTV systems.	CV/SS, I
S9	Full UK Driving Licence or equivalent mobility. Preferred but not essential	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the "Knowsley Better Together" staff qualities; Integrity, Accountability, Communication and Respect	I
Communication		
C1	Ability to deliver a quality response to any telephone enquiries into the control room.	CV/SS, I

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Qualifications		
Q1	Good knowledge of Word, Outlook, and Excel IT systems.	CV/SS, I, T

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.

June 2024

