

Contact Officer - Registration of Interest

- **Contact Officer**
- Department - Command Hub
- Location - Hessle
- Salary - Scale 3/4 - £19,122 - £21,618 pro rata - plus 20% shift allowance and weekend working
- Permanent
- Hours - Full Time & Part Time positions available

The Contact Officer role is one of the most important positions within Humberside Police. You will be at the heart of our Command Hub acting as the first point of contact for all of our 999 emergency and 101 non-emergency calls making it hugely challenging but very rewarding at the same time.

The role is ideal for someone who has a calm head under pressure, has a real eye for detail and for someone who is accurate when it comes to capturing and processing information. We often have to make split second decisions based solely on what we have been told by someone on the other end of the phone who may be injured, distressed or involved in an ongoing crime where time is very much of the essence.

To be considered, you must have experience of communicating effectively with people at all levels, often in distressing, delicate or confrontational situations. You must also have experience of working in a customer-orientated environment. Ideally, you will have experience of working in a secure/confidential environment.

You will be expected to work a shift pattern, which could cover 24 hours a day / 7 days a week / 365 days a year. Shift patterns and working hours (Part Time/Full Time) will be discussed at interview.

There is great potential for growth within this role and it offers real variety as our Contact Officers are trained to perform numerous roles within the Command Hub. Successful candidates will be recruited on a training Scale 3 £18,933, plus a shift allowance of up to 20% plus weekend working allowance progressing through the grades as training is completed and competence in the role is completed.

The role of Contact Officer carries a four-year tenure, during this time you will not be eligible to apply for any vacancies advertised within Humberside Police.

Any Applicants that have attended Assessment in the last 6 months is not eligible to apply.

It is your responsibility to ascertain if you meet the required criteria at the point of applying. Humberside Police welcome applications from underrepresented communities. For further information on positive action within Humberside Police, please visit the positive action page:

<http://www.humberside.police.uk/diversity-and-positive-action>

To register your interest in this role, please visit our website: <http://ow.ly/nY7b30dqLHi>

The closing date for registrations of interest is 11:55pm on Tuesday 18th July 2017, you will then be invited to undertake a Situational Judgement Test, details of which will sent to you via email.

If you successfully pass the Situational Judgement Test then you will be expected to attend an Assessment Centre, which will take place w/c 14th August 2017.

Closing dates are not normally extended, other than in exceptional circumstances and an agreement is made with the HR Manager - Recruitment, HR Shared Services and the Line Manager for the role.