

NOT PROTECTIVELY MARKED

The Contact Officer role is one of the most important civilian roles in Humberside Police.

You will be at the heart of our Command Hub handling calls to our 999 and 101 non-emergency calls.

Contact Officers are expected to make quick decisions based solely on information given over the phone. Callers may be injured, distressed or involved in an ongoing crime where time is very much of the essence. So, if you have a calm head under pressure, have an eye for accuracy when it comes to capturing and processing information we want you to apply.

The job is challenging but very rewarding too and has potential for growth and personal development.

You must have experience of working in a customer-orientated environment. You must have experience of communicating effectively with people at all levels. Ideally, you will have experience of working in a secure/confidential environment.

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

Successful candidates will be recruited on a training Scale 3 £18,933, plus shift and weekend working allowance.

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>

Closing date: Monday 27th February 2017

NOT PROTECTIVELY MARKED