

### **Control Room Operative AG8**

#### **Background**

#### **Main Duties and Responsibilities**

Control Room Operatives, as members of the Security Team, will primarily work in the Assembly Control Room. Their duties will include:

- producing accurate and up to date written and electronic incident logs and reports including faults as required;
- proactively monitoring and responding to fire, intruder and Building Management alarm systems and activations,
- operating the Assembly CCTV system, including the production and processing of evidential quality data;
- carrying out internal patrols of Parliament Buildings, both routine and as operationally required
- dealing with building maintenance enquiries and contacting relevant maintenance personnel out of hours;
- operating Assembly Building key management systems;
- liaising with PSNI, Emergency Services and other organisations, including out-of-hours response when necessary, and providing support to colleagues and building users during emergencies and evacuations;
- controlling access for Building Users and Contractors including vehicular control for the upper car parks
- using a wide range of communication systems including radio and intercom systems;
- assisting with the operation of the Assembly's Major Incident/Business Continuity plan;
- undertaking training as required in the full range of duties, including use of CCTV system, all alarm systems and security equipment, First Aid and Fire safety; as well as all Assembly mandatory training;
- to comply at all times with all operational standards, policies and Assembly Values;

- When not deployed directly within the Assembly Control room, Control Room Operatives will be required to perform all Usher duties within Parliament Buildings and its precincts; this will include external security patrols, static security positions and car park management
- to undertake other security or usher duties that may be required from time to time, at the request of Management; and
- Comply with the Assembly's Equal Opportunities and Dignity at Work policies and procedures

### **Essential Criteria**

At the closing date for applications, applicants must have at least one year's experience of:

- Providing face to face customer service to a wide range of customers;
- Working and communicating effectively, both individually and as part of a team;
- Using an IT package e.g. Microsoft Word, Outlook.

### **Core Competencies**

The Essential Criteria and the following core competences will be tested at interview.

#### **Services**

The ability to deliver services to meet required standards of quality and plans and organises workload to meet standards and deadlines

#### **People**

The ability to create, maintain and enhance effective working relationships and contribute to the assessment of own development needs and develop self to improve job performance and fulfill future potential.

#### **Information and Communication**

The ability to communicate information to meet customer needs in a clear, concise and timely manner; operate IT systems to the required standard; optimize the use of IT systems



### Control Room Operative - Sample Rota (full detail to be confirmed)

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	Control Room N	Control Room N	Control Room N	Control Room N	R.D.	R.D.	R.D.
2	Control Room E	Control Room E	Control Room E	R.D.	Control Room L	Control Room L	Control Room L
3	Control Room L	Control Room L	R.D.	Control Room E	Control Room E	R.D.	R.D.
4	Shift	R.D.	Shift	Shift	Control Room N	Control Room N	Control Room N
5	R.D.	Shift	Control Room L	Control Room L	Shift	R.D.	R.D.
6	Shift	Shift	Shift	Shift	R.D.	Control Room E	Control Room E
7	Control Room N	Control Room N	Control Room N	Control Room N	R.D.	R.D.	R.D.
8	Control Room E	Control Room E	Control Room E	R.D.	Control Room L	Control Room L	Control Room L
9	Control Room L	Control Room L	R.D.	Control Room E	Control Room E	R.D.	R.D.
10	Shift	R.D.	Shift	Shift	Control Room N	Control Room N	Control Room N
11	R.D.	Shift	Control Room L	Control Room L	Shift	R.D.	R.D.
12	Shift	Shift	Shift	Shift	R.D.	Control Room E	Control Room E
	4	4	4	4	2		

The above rota is for 12 Officers working 8 hours daily over a 12 week period. (14 Nights, 14 Earlys and 14 Lates, 24 Rest Days)

1. Two Control Room Operatives on Control Room duties.
2. 'Shift' represents the third Control Room Operative who can be utilised to cover Breaks, A/L, Sick etc. within the Control Room or normal duties.
3. Off 3 weekends, work 3 weekends.
4. Overtime is payable for shifts, in excess of contracted hours, that are worked as an additional and unscheduled shift (eg shift worked on a rest day). Additional and unscheduled hours worked before or after a scheduled shift will be treated as accrued hours within bandwidth and overtime outside of bandwidth.

## **INTERNAL RECRUITMENT: CONTROL ROOM OPERATIVE AG8**

Applications must be made on this form, the box size should not be increased and font size should be a minimum of Arial 11.

### **PLEASE READ THESE NOTES CAREFULLY BEFORE COMPLETING THE FORM**

Only details of qualifications (if applicable) and the evidence provided in criteria boxes contained in the application form will be provided to the selection panel. When completing your form you must, if required, provide details of:

#### **QUALIFICATIONS**

Relevant or equivalent qualifications, type of qualification and date awarded. If you believe your qualification is equivalent to the one required, the onus is on you to provide the panel with details of modules studied etc. so that a well-informed decision can be made.

#### **RELEVANT EXPERIENCE**

The selection panel may decide to interview only those applicants who appear, from the information available, to be most suitable in terms of relevant experience and ability. It is therefore essential that you describe fully in the application form the extent to which you satisfy the specified criteria (giving length of experience, examples and **dates** as required). Panels will be interested in whom you reported to, what **you** did and how successful **you** were. It is **not** sufficient to simply list your duties and responsibilities. The selection panel will not make assumptions on the skills and experience gained from the title of your posts.

#### **APPLICATION FORMS**

Applicants are reminded that the application form must be **fully** completed. Any other supplementary material will not be accepted in place of, or in addition to, completed application forms. Only the information presented in the application form will be considered by the selection panel.

Your application will be examined by a selection panel who will assess the content of your application against pre-determined sift indicators, based on the requirements of the position. It is therefore in your own interest that you provide a detailed and accurate account of your qualifications and experience, including relevant dates. You must ensure that all boxes are completed. Please remember, no further information can be added to your application after the closing date.

## Personal Details

Name: \_\_\_\_\_

Office: \_\_\_\_\_

Grade: \_\_\_\_\_

Ext: \_\_\_\_\_

HR Office will use your work email and personal email if provided.

Personal Contact Number: \_\_\_\_\_

Personal Email Address: \_\_\_\_\_

## Declaration

The particulars given on this form are complete and correct to the best of my knowledge and belief.

SIGNED: \_\_\_\_\_

DATE: \_\_\_\_\_

**Confirmation from Line Manager (AG6 or above) that they have been made aware of this application. Please be aware that if your line manager is sitting on the selection panel, you should ask your countersigning manager to sign the form.**

Name: \_\_\_\_\_

Grade: \_\_\_\_\_

Signature: \_\_\_\_\_

Completed forms should be sent to Lesley Gray HR Core Team, Annexe C, Dundonald House, to arrive **no later than 12 noon on Friday 14<sup>th</sup> March 2014.**  
**APPLICATIONS RECEIVED AFTER THE CLOSING TIME AND DATE WILL NOT BE ACCEPTED.**

Do you require any reasonable adjustments to assist you as part of this process?

Yes  No

If yes a member of HR Office will contact you to discuss.

Essential Criteria

**You must demonstrate in this form, how, and to what extent, you meet the essential criteria described.**

Please demonstrate in the boxes below *at least 1 years' experience in each of the following areas;*

- (i) Providing face to face customer service to a wide range of customers

**Please include relevant dates of when this experience was obtained**

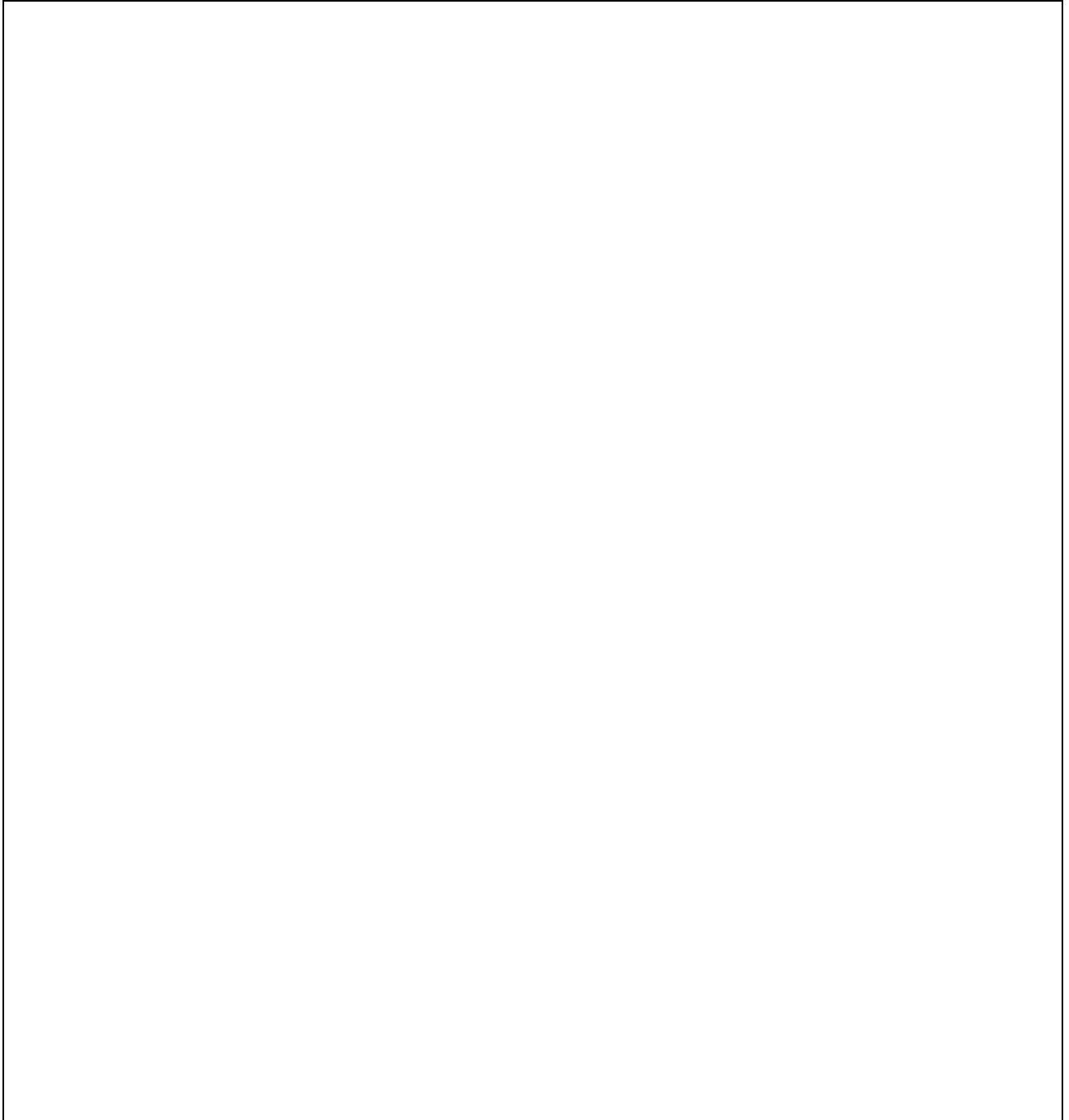
- (ii) Working and communicating effectively, both individually and as part of a team

**Please include relevant dates of when this experience was obtained**



(iii) Using an IT package e.g. Microsoft Word, Outlook

**Please include relevant dates of when this experience was obtained**

A large, empty rectangular box with a thin black border, intended for the user to provide details and dates of their IT experience.