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**POST REF. No. 00/000**

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| **Job title** | **Grade** | **Directorate** | **Location** |
| **Out of Hours Response Officer** | **Scale 3A** | **Places Directorate** | **CCTV Control Room, Civic Centre** |

#### Note to applicants

Whilst all criterions below are important, those under the **Essential** heading are the key requirements. You should pay particular attention to these areas and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

 **(\*See grid overleaf)**

| **Essential criteria** | **Necessary requirements – skills, knowledge, experience etc.** | **\* M.O.A.** |
| --- | --- | --- |
|  | The ability to communicate effectively, both in person and over the phone. | A, I |
|  | Competence in the use of computers and PC based applications including Microsoft Office and the ability to interrogate various council systems. | A, I |
|  | An effective problem solver, who is able to use tact, diplomacy and own initiative to solve a range of problems | A.I |
|  | Ability to work under pressure, prioritising workload in order to meet service standards. | A, I |
|  | Thorough understanding of confidentiality and ability to apply Data Protection principles. | A, I |
|  | Demonstrate a flexible approach to working hours, working shift patterns as required in order to meet the demands of the service and the needs of our customers. | A, I |

| **Essential criteria** | **Necessary requirements – skills, knowledge, experience etc.** | **\* M.O.A.** |
| --- | --- | --- |
|  | Ability to develop productive working relationships with colleagues and contribute to team objectives. | A, I |
|  | Ability to transfer skills and learning to other team members. | A, I |
|  | Able to demonstrate a working knowledge of crime and disorder with a personal commitment to reducing the risk and fear of crime. | A,I |
|  | Commitment to customer care. | A,I |
|  | An awareness of the political context within which Councils operate. | A,I |
|  | Commitment to obtaining and maintaining SIA CCTV public space surveillance licensing.  | A |
|  | This post is subject to enhanced CRB disclosure and independent vetting by Greater Manchester Police. | A |
|  | Satisfactory sickness record over the previous two years (subject to the need to act with consistency and fairness and to pay particular attention to equality of opportunity issues such as sickness related to a disability and/or pregnancy). | A |
|  | An understanding and personal commitment to the vision and values of Salford City Council. | A,I |
|  | A personal commitment to continuous professional development, attending training courses as and when deemed necessary to the role. | A |
|  | Commitment to undertake role in full accordance with Health and Safety legislation.  | A,I |

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| Desirable criteria | **Necessary requirements – skills, knowledge, experience etc.** | **\* M.O.A.** |
|  | Experience of call handling in a large organisation | A, I |
|  | Experience of using CCTV and alarm monitoring systems. | A, I |
|  | Understanding of relevant legislation relating to the use of public space CCTV systems and alarm monitoring equipment | A,I |

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| **Completed by** | **Date** | **Approved by** | **Date** |
| **Stephen Kearney** |  |  |  |

**Method of assessment (\* M.O.A.)**

**A =** Application form**, C =** Certificate**, E =** Exercise**, I** **=** Interview**, P =** Presentation**, T =** Test**, AC =** Assessment centre