

Isle of Man Civil Service ESJCR Operator Job Description

JOB TITLE: ESJCR Operator

GRADE: Pay Band 10 (D183)

DEPARTMENT: Department of Home Affairs.

DIVISION/SECTION: Communications Division

LOCATION: Emergency Services Joint Control Room
(ESJCR)

RESPONSIBLE TO: ESJCR Supervisor

JOB PURPOSE

Support the Emergency Services response to incidents by Call Taking/Dispatcher operations.

MAIN ACTIVITIES

Call Taking/Dispatcher operations to meet the specialist objectives of the Emergency Services.

Co-ordinate Call Taking/Dispatcher daily operations to ensure that a high quality service is provided to meet the needs of the Emergency Services.

Provide specialist advice to members of the public in response to incidents.

Provide specialist advice, information and guidance to external organisations and members of the public.

Liaison with Force Incident Manager

Continuously monitor operational procedures within the ESJCR.

Deputise in the absence of the ESJCR Supervisor.

Observe Quality Assurance and Health & Safety procedures.

Participate in Personnel Development Review process.

Identify training needs and communicate requirements to the ESJCR Supervisor.

OTHER INFORMATION

Maintain a level of specialist knowledge/experience in the operational methods/requirements of the Emergency Services.

To train and qualify as both an Emergency Medical Dispatcher (EMD) and an Emergency Fire Dispatcher (EFD) and remain current within all aspect of the EMD and EFD roles.

To undertake the roles of the EMD and EFD under the principles and protocols set out by the International Academies of Emergency Dispatch.

Identify changes needed to equipment or procedures to ensure operational efficiency of the ESJCR.

Participate in specialist training for Call Takers/Dispatchers to develop skills and operational awareness.

Operate complex computer and communications equipment.

Adhere to GDPR regulations

Shift work to meet 24-hour/7 day ESJCR operation.

Personal security vetting required by Isle of Man Constabulary.

Isle of Man Civil Service Person Specification

Post: Emergency Services Joint Control Room (ESJCR) Operator

Department: Department of Home Affairs – Communications Division

Job Summary: To support the Emergency Services response to incidents by utilising 'state-of-the-art' technology in a purpose built facility

ATTRIBUTES	Essential or Desirable	METHOD OF ASSESSMENT
<p style="text-align: center;">Qualifications</p> <p>Must have passed ESJCR Operators Assessment Centre</p>	Essential	Assessment Centre
<p style="text-align: center;">Experience</p> <p>Experience of working with members of the public including the provision of advice and assistance in person or over the telephone.</p> <p>Experience of dealing with people in stressful situations</p> <p>Use of windows based systems and databases</p>	Desirable Desirable Desirable	CV/Interview CV/Interview CV/Interview
<p style="text-align: center;">Knowledge & Skills</p> <p>Keyboard skills including the ability to input information accurately and swiftly</p> <p>Oral communication - able to obtain key information quickly and concisely and provide advice and reassurance in accordance with established procedures.</p> <p>Able to pass on and provide appropriate information quickly and accurately when under pressure.</p> <p>Written communication - able to record information which is concise, accurate, complete, appropriate and easily understood.</p> <p>Able to prioritise work within established procedures and guidance</p>	Essential Essential Essential Essential	Assessment Centre Assessment Centre/Interview Assessment Centre/Interview Assessment Centre/Application/CV Interview/Assessment Centre/CV
<p style="text-align: center;">Disposition</p> <p>Team player - able to work effectively in a team environment and contribute to the performance of the team as a whole</p> <p>Resilient - Remains calm and is able to maintain personal effectiveness when under pressure.</p> <p>Reliable</p>	Essential Essential Essential	Interview/Assessment Centre/CV Interview/Assessment Centre/CV CV/Interview/References

Circumstances/Interests		
Able to work 24/7 shift roster	Essential	Interview
Isle of Man Worker	Desirable	Application
Security Clearance Check	Essential	Pre-Employment Checks