

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
Qualifications Must have passed ESJCR Operators Assessment Centre.	Essential	Assessment
Experience Experience of working with members of the public including the provision of advice and assistance in person or over the telephone. Experience of dealing with people in stressful situations. Use of Windows-based systems and databases.	Desirable Desirable Desirable	CV/Interview CV/Interview CV/Interview
Knowledge & Skills Keyboard skills including the ability to input information accurately and swiftly. Oral communication - able to obtain key information quickly and concisely and provide advice and reassurance in accordance with established procedures. Able to pass on and provide appropriate information quickly and accurately when under pressure. Written communication - able to record information, which is concise, accurate, complete, appropriate and easily understood. Able to prioritise work within established procedures and guidance.	Essential Essential Essential Essential Essential	Assessment Assessment/Interview Assessment/Interview CV/Assessment CV/Assessment/Interview

Disposition		
Team player - able to work effectively in a team environment and contribute to the performance of the team as a whole	Essential	CV/Assessment/ Interview
Resilient - Remains calm and is able to maintain personal effectiveness when under pressure.	Essential	CV/Assessment/ Interview
Reliable.	Essential	CV/Interview
Circumstances/Interests		
Able to work 24/7 shift roster.	Essential	Interview
Isle of Man Worker.	Desirable	Application
Satisfactory Counter Terrorism Check.	Essential	Pre-employment Checks