



| Person Specification | | | |
|----------------------|-----------------------|--------------|--|
| Post title | Control Room Operator | Grade | Pay Band C / £24,796 - £25,185 per annum |

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

| Shortlisting Number | Criteria | Method of assessment |
|--|--|----------------------|
| Skills, knowledge, experience | | |
| S1 | Ability to work in a pressurised control room environment using own initiative | CV/SS, I |
| S2 | Ability to deliver a quality response to any telephone enquiries into the control room | CV/SS, I |
| S3 | Experience of working in a confidential environment and complying with General Data Protection Regulation principles. | CV/SS, I |
| S4 | The post holder will be subject to NPPV Level 2 vetting. This is the standard vetting for persons joining the Police. Failure to pass this vetting will result in any Job offer being withdrawn. | CV/SS, I |
| S5 | Ability to work as a loner worker on occasion | CV/SS, I |
| S6 | Able to provide clear written logs for incidents | CV/SS, I |
| S7 | Experience of working in a confidential environment and complying with General Data Protection Regulation principles. | CV/SS, I |
| Personal attributes and circumstances | | |
| P1 | You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect | I |
| Communication | | |
| C1 | Proven ability to deliver a quality response to any telephone enquiries into the control room | CV/SS, I |
| C2 | | CV/SS, I |
| Qualifications | | |
| Q1 | Excellent work experience with IT systems such as Word, Outlook and Excel IT systems | CV/SS, C |

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview

June 2025





Knowsley Council

P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people.
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people.
- Emotional resilience in working with challenging behaviours.
- Attitudes to use of authority and maintaining discipline

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

June 2025

