



Falkland Islands Government – Job Description

Job Title:	Station Enquiry Officer		
Department:	Emergency Services	Section:	Royal Falkland Islands Police
Reports to:	Senior Clerk		
Grade:	Falkland Islands Government – Grade G		

Job Purpose

To provide a front of house service assisting members of the public with their enquiries. Delivering the control room functions as well as covering the licensing bureau to enable police officers to remain on operational duties outside the station. As the post will also include acting as Custody Officer, candidates must be aged 18 years or over.

Main Accountabilities:

Operational Matters

- Staff the Police Reception or Licensing Bureau and act as first point of contact for the public and deal with their enquiries in a timely and professional manner.
- Receive and appropriately deal with incoming radio and telephone calls, including 999 calls.
- Perform the duties of Custody Officer.
- Assist in the efficient management of SAR & Emergency Response by responding to emergency calls and acting as Mission Coordinator for the initial response to incidents. Manage and direct incident response and resources, inputting to planning, information gathering, analysis and evaluation, providing support to partner organisations and advising and informing others involved in an incident.
- Ensure safe use of all police vehicles and equipment at all times.
- Assist in the RFIP Casualty bureau or other major incident role in time of emergency if called upon to do so.
- Deal with found / lost / crime / and miscellaneous property matters.
- Be willing to take lawful orders and carry out such tasks as directed by management team.
- Be willing to provide leave cover in the Licensing Bureau or Station Enquiry Office as and when required.

Administrative Matters

- Ensure all filing is kept up to date and archived records are stored accurately.
- Ensure all forms are up to date and are kept stocked up.
- Undertake a monthly stock check of consumables used in the Police Station.
- Keep all displayed information in Police Reception up to date and in good order.
- Provide clerical and statistical assistance as and when directed by the management team.
- Provide regular general assistance to the smooth running of the Police Station as directed by the management team.
- Release copy of records in a timely manner on request of Legal practitioners.
- Record and report significant events accurately, including radio issues.
- Make daily visits to the Post Office for the collection and delivery of departmental mail.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.



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Additional Information:

As the post is intended to free up police officers to deal with operational incidents there will be a need to perform a shift system for which an unsociable hours payment will be made.

In the event of a major incident the job holder must be available for work at a moment's notice. They must be able to meet deadlines as required, which at times can be stressful due to the nature of the content of police work.

A uniform will be worn and a polite and courteous manner is essential as the job holder will be, in the majority of cases, the first point of contact for visitors and callers to the Police Station.

The job holder will be required to be sworn in as a Reserve Constable and be required to undertake an element of police training in order to perform their roles. This will include departmental instruction, attendance at training sessions and First Aid training.

Because of the role of Custody Officer and Reserve Constable candidates must be aged 18 years or over.

Criminal Record Checks - This post is regarded as sensitive

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers. Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



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Person Specification:	Station Enquiry Officer		
Criteria	Essential	Desirable	Assessment Method
Education and Training:			
GCSE English Language and Mathematics (Grade C or above or equivalent)	✓		A
The post holder must hold a full drivers licence, (being able to drive both manual and automatic vehicles or be willing to pass the driving test within 6 months of appointment)	✓		A/I/R
RSA 1 or above in Word/Text Processing or Typewriting	✓		A
NVQ Level 2 Customer Service, qualifications (relevant training can be arranged via the Training Centre)		✓	A
Knowledge of the (European Computer Driving Licence) ECDL scheme and the ability to obtain one if not already held		✓	A
A working knowledge of a second language e.g. Spanish would be useful		✓	A
Knowledge, Skills and Experience:			
IT skills (Microsoft Office programmes Word, Excel, Access and Power Point) including good keyboard skills	✓		A/I
1-2 years clerical experience		✓	A/I/R
Experience of providing an effective customer service delivery	✓		A/R
The post holder is required to maintain a high degree of confidentiality and have a pleasant and polite manner both when dealing face to face and on the telephone	✓		A/R
Must have an ability to probe callers / visitors to ascertain key information and record it accurately for attention and/or investigation by Police Constables	✓		A/R
Ability to demonstrate good communication skills, both verbal and written	✓		A/R
Good organisational skills	✓		A/I
An interest and knowledge of law enforcement		✓	IA/I
Previous experience in police control room environment		✓	A/I
Good geographic knowledge of Stanley and the Falkland Islands	✓		A



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Knowledge of the RFIP organisation and structure, including its computer systems		✓	A
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Person Specification:	Station Enquiry Officer		
Personal Attributes:			
Self-motivated person	✓		A/R
Able to deal with stressful situations whilst remaining calm	✓		A/R
Maintain a high standard of discipline, attendance and appearance in uniform	✓		A/R
Maintain personal clothing and equipment items to a high standard	✓		I

Method of assessment:

- A - Application Form
- I - Selection Interview
- R – Reference