

July 2021

Requisitions: Part-time **NSWPF00008E9P**; Full-time **NSWPF00008E9M**

Thank you for your inquiry regarding the advertised positions of Customer Service Representative, Clerk Grade 1/2, at PoliceLink, **Tuggerah**. There are a number of permanent full-time and permanent part-time positions to be filled. All positions undertake shift work providing coverage of 24 hours per day 7 days per week. PoliceLink operates under a preference based rostering system - however, in the first 12 months, shifts will be rostered mainly between Wednesday and Sunday, and will generally be afternoon/evening shifts.

Employment for full-time positions will be for 10 x 7 hour shifts over a 14-day shift cycle. Employment for part-time positions will be for 10 x 5 hour shifts over a 14 day cycle. All successful applicants must be prepared to undertake a full-time induction program of up to 8 weeks. Permanent appointment will require applicants to be competent in all PoliceLink business streams of Emergency Calls, Non-Emergency Calls, Crime Stoppers, Customer Assistance Unit, Police Switch, and undertake other ongoing training programs as required.

In order to assist you in determining whether you wish to proceed with an application for the position, the following pages include information about the role and the recruitment process. The job advertisement on [www.iworkfor.nsw.gov.au](http://www.iworkfor.nsw.gov.au) includes the Position Description for the role.

Applicants should note that positions are generally highly competitive and therefore you should ensure that your application addresses each of the targeted questions set out in the advertisement.

Information on the public sector selection process is available on [www.iworkfor.nsw.gov.au](http://www.iworkfor.nsw.gov.au).

More information on NSW Police is available through the NSW Police website at [www.police.nsw.gov.au](http://www.police.nsw.gov.au).

The closing date for applications for the full-time and part-time roles is Sunday 8th August 2021.

All applications must be lodged online via [www.iworkfor.nsw.gov.au](http://www.iworkfor.nsw.gov.au). Late applications will not be considered.

If you require more information about the position contact the Enquiry Officer Crystal Rosengren on 1300 235 084 or [policelink@hoban.com.au](mailto:policelink@hoban.com.au) (Monday-Friday 8.30am-5.30pm).

**Good luck with your application!**

Yours sincerely,

**Thea Reading**  
**Business Analyst**

## About PoliceLink

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PoliceLink is a multi-media Contact Centre providing a quality service to the communities of NSW. Customer Service Representatives are required to successfully complete training in all of the following business streams.

PoliceLink receives contacts from members of the NSW Community including:

Emergency Calls	Triple Zero (000)
Non-Emergency Calls	131 444
Crime Stoppers	1800 333 000
Customer Assistance Unit	1800 622 571
Police Switch	9281 0000
NSW Police Force Community Portal (Online reporting)	

### Emergency Calls - Triple Zero (000)

Customer Service Representatives (CSR's) receive, interpret and record calls that relate to a life threatening or time critical emergency. Call volumes increase during afternoons and escalate into the early hours of the morning. The bulk of calls occur between 3pm and 3am seven days per week. Consequently, there is a demand for afternoon, evening, night and weekend shifts.

### Non-Emergency PoliceLink Calls - 131 444

Is a 'single point of contact' for 24 hour reporting and processing of non-emergency crime and incidents that do not require immediate police presence. CSRs also answer general inquiries from the community. The bulk of these contacts occur between 6am and 8pm seven days per week. Reports are also received online via the NSW Police Force Community Portal.

### Crime Stopper Calls - 1800 333 000

This unit gathers details of criminal activity from members of the community from phone calls and online reports and transfers this information to the appropriate Local Area Commands. Information can be given confidentially.

### Customer Assistance Unit Calls - 1800 622 571

Receives calls from the community to register a compliment, concern or complaint in relation to NSW Police.

### Police Switch Calls - 9281 0000

Receives calls from the community seeking assistance in respect of telephone numbers and general inquiries.

### NSW Police Force Community Portal

Processing non-urgent crime reports lodged online by members of the community

### Other Business Streams

CSRs also answer calls relating to Injury Management Hotline, Petfind Line and other special operations.

PoliceLink is also the home of the NSW Police Child Well Being Unit (CWU). The CWU allows for the recording and exchange of information between NSWPF and other government agencies regarding children at risk. **This business stream does not fall under this recruitment.**

### PoliceLink Vision

To deliver quality customer service through a multi-media contact centre focusing on the needs of our community.

### PoliceLink Mission

To provide a 24-hour quality information and reporting service to the community, contributing to a safer NSW.

PoliceLink is part of the Communication and Security Command (CSC), reporting directly to the Assistant Commissioner. PoliceLink is established at both Tuggerah and Lithgow. The two sites operate as one virtual call centre staffed by approximately 400 officers, including Customer Service Representatives, Team Leaders, Training, Technical, Administration and Leadership Units.

## Recruitment Process



### •Application Screen

- Apply online via the [www.iworkfor.nsw.gov.au](http://www.iworkfor.nsw.gov.au) website
- Applicants who meet the minimum criteria after submitting a complete application including addressing targeted questions and resume will be emailed a link to an online cognitive ability assessment.

### •Online Cognitive Ability Assessment & Typing Assessments

- We will send you an email with a link to your assessment which you can complete online. The assessment will test your verbal, numerical and abstract reasoning skills as well as your typing speed. All the assessments used in this recruitment process have been designed by psychologists and have been thoroughly researched for their use in a variety of settings, including recruitment/occupational settings.

### •Telephone Interview

- Applicants who score adequately at previous assessment steps will be invited to a telephone interview. We will call you to book a suitable time to complete the telephone interview where we will ask you some questions to confirm some details and assess your match to the position requirements.

### •Personality Profile

- If you are successful through the telephone interview stage you will be sent a personality profile via an email link to be completed online. The personality profile is designed to assess the workplace values, behaviours and skills that are critical to this Customer Service Representative role.

### •Assessment Centre

- The assessment centre will take about 4 hours and a portion will be held over the phone or video, with the remainder held at PoliceLink, Tuggerah.
- The assessment centre will include a number of activities to ensure that you possess the skills, conduct and characteristics required to become a Customer Service Representative. Applicants who attend our assessment centres are asked to participate in a group activity, a work role play, a mapping assessment and an interview. You will be assessed by a number of individual assessors throughout the assessment centre and there will be lots of opportunities to demonstrate your skills. Even though you will be working in a group, you will be measured individually against the position requirements for each activity.

## •Panel Interview

- Applicants successful at the assessment centre will be invited to attend a panel interview with NSW Police in subsequent days.

## •Reference and Background Checks

- Applicants deemed successful at the panel interview will progress to reference and background checks.

## •Offers

- The anticipated start date is 11<sup>th</sup> October 2021.

## Essential Information

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- Applicants must address each of the targeted questions outlining how your knowledge, skills, and experience are relevant to the position.
- Applicants must provide the names and telephone numbers of at least of two referees, one of whom should be a recent supervisor.
- Applicants for permanent jobs within NSW Government must be an Australian Citizen or Permanent Resident
- Successful applicants will be subject to a National Police Check (more information in advertisement)
- Successful applicants will be subject to a Security Clearance (more information in advertisement)

Job Reference Numbers:

Full-time **NSWPF00008E9M**

Part-time **NSWPF00008E9P**

### PLEASE NOTE:

- **Applications received after the closing date will not be considered.**
- Equality of Employment Opportunity and Merit based selection are NSW Government Policy.