

October 2021

Requisition:

Full Time Newcastle & Tamworth 00008KWY

Thank you for your inquiry regarding the advertised roles of Communications Officer, with the Radio Operations Group. There are a number of permanent **full time** roles to be filled depending on location. All roles undertake shift work providing coverage of 24 hours per day 7 days per week.

Employment for **full time** roles will be for 24/7, 6-week shift cycle. This means full-time staff will be rostered to work 210 hours every 6 weeks (an average of 70 hours over a fortnight period). Shift lengths can be anywhere from 5 to 12 hours, however are predominately 8 and 9 hours in duration.

All successful applicants will be subject to a 12-month probation period. Successful applicants will initially undertake a full-time training program of 17 weeks. Permanent appointment will require applicants to be competent in all aspects of the role of Communications Officer and pass all assessments during the training program. Each level of assessment for Telephonist, Dispatch Assist and Dispatcher must be successfully completed to retain your role in the program.

In order to assist you in determining whether you wish to proceed with an application for the role, the following pages include information about the role and the recruitment process.

Applicants should note that roles 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. Or additionally, there is information included in the role description.

More information on NSW Police is available through the NSW Police website at www.police.nsw.gov.au.

The closing date for applications is Sunday 7th November at 11.59pm. All applications must be lodged online via the Apply Now button on the microsite. Late applications will not be considered.

If you require more information about the role contact the Enquiry Officer Crystal Rosengren on 1300 235 084 or nswpolicerog@hoban.com.au (Monday-Friday 8.30am-5.30pm).

Good luck with your application!

Yours sincerely

Jill Walters

A/Commander

Radio Operations Group

About Radio Operations Group

Radio Operations Group is a Police Radio Dispatch and Contact Centre providing a 24/7 quality service to the NSW Police Force and members of the community of NSW.

Communications Officers are responsible for tasking and coordinating activities of police resources responding to incidents, using both the police radio network and Computer Aided Dispatch (CAD) system. The role also processes urgent and non-urgent telephone calls from both police and the community (including Emergency Triple Zero), and providing timely information to operational police to enable appropriate action to be taken.

Communications Officers are required to successfully complete training in both telephony and dispatch business streams.

Police Radio Dispatch and CAD

Communications Officers are responsible for managing and coordinating NSW Police Force resource responses to incidents using the Police Radio Network and the Computer Aided Dispatch system. This requires an ability to monitor multiple simultaneous pieces of information, prioritise and track resources, and make decisions under pressure.

Emergency Calls - Triple Zero (000)

Calls are received on a 24/7 basis from members of the community requiring assistance. Communications Officers receive, interpret and record calls that relate to life threatening or time critical emergencies to ensure the appropriate Emergency Service response.

Non-Emergency Calls

Communication Officers also answer calls from, and make enquiries with, Police Stations, other Emergency Service Organisations, and other support agencies and services.

Radio Operations Group Mission

To provide timely and effective radio communications to police to support a safe and secure NSW.

Radio Operations Group is part of the Communications & Security Command, reporting directly to the Assistant Commissioner. Radio Operations Group operates five sites located in Sydney, Penrith, Newcastle, Oak Flats and Tamworth. The five sites operate as a virtual centre staffed by approximately 500 personnel including both civilian and police Communications Officers, Supervisors, Trainers and Leadership Units.

Recruitment Process



• Application

- Apply online via the Apply Now button on the microsite.
- 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 and typing assessments.

• Cognitive Ability & Typing Assessments

- We will send you an email with a link to your assessments which you can complete online should you meet minimum criteria with your application. The assessments 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 call where we will ask you some behavioural interview questions to confirm some details and assess your match to the role requirements.

• Work Safety Assessment

- If you are successful through the telephone interview stage you will be sent a work safety assessment via email to be completed online.

• Assessment Centre

- The Assessment Centre will take about 4 hours.
- The assessment centre will include a number of activities to ensure that you possess the skills, conduct and characteristics required to become a Communications Officer. Applicants who attend our assessment centres are asked to participate in a group activity, a work role play and a simulation including navigation and memory, and data entry and spelling assessments. 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 role requirements for each activity.

• Panel Interview

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

• Reference & Background Checks

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

• Offers

- The anticipated start date is 07/02/2022

Essential Information

- Applicants must address each of the targeted questions outlining how your knowledge, skills, and experience are relevant to the role.
- Applicants must provide the names and telephone numbers of at least of two referees, one of whom should be a recent supervisor.
- Applicants applying for ongoing roles 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)
- Application closing date is Sunday 7th November at 11.59pm.

Job Reference Numbers:

Full Time Newcastle & Tamworth 00008KWY

PLEASE NOTE:

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