



# BFC / SBAA LEC EXTERNAL ADVERT

## Control Room Customs Support Officer HR/21/46

**VACANCY NOTICE: HR/21/46**

**GRADE**

Local Administrative Officer (LAO) – 3 POSTS

**SALARY**

€21,019.00 per annum

**CONTRACT TYPE**

Full Time – Shift Worker

**HOURS PER WEEK**

37 hours per week

**LOCATION**

SBA Police Akrotiri

**ELIGIBILITY**

**To be eligible to apply for this role, you must be a Cypriot National.**

Ensure that your application has been correctly completed and all relevant information has been provided. Failure to do so may result in your application being excluded.

**CLOSING DATE**

**Wednesday 28<sup>th</sup> April 2021, Midnight, Local Cyprus Time.**

Late applications will not be accepted.

**ESSENTIAL CRITERIA FOR THE ROLE:**

- Proven ability to communicate verbally and in writing in English and Greek with a wide range of people.
- Good organisation, time management, administration and coordination skills.
- Possess good risk assessment, problem-solving and decision-making skills.
- Demonstrate resilience when dealing with extremely stressful incidents, and customers who are often highly emotional.
- Comprehensive and accurate keyboard skills with the ability to listen, interpret information, speak with callers and type simultaneously and computer literacy with a proven ability to create and update records accurately by direct input.
- Ability to multi-task managing various administration duties as required whilst ensuring that calls for service are answered whilst remaining calm and focused.
- Ability to work effectively within a team, supporting their colleagues as well as contributing to team and organisational goals.
- Demonstrates the ability to respond to change in the working environment by showing willingness to adapt and be flexible without detriment to service or performance.



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- Demonstrate a high level of motivation and flexible attitude; adapting well to change and new working practices, evidenced by a high level of productivity/ achievement with minimal supervision.
- Strong Microsoft Office competencies.
- Ability to operate a range of IT systems.
- Personal integrity to handle sensitive information.

## **DESIRABLE CRITERIA:**

- Good knowledge of written and spoken Turkish language

**For specific details of the role please refer to attached JOB DESCRIPTION.**

## **TO APPLY FOR THIS POSITION:**

You must complete the application form and include evidence of how you meet the following **CORE COMPETENCES:**

- Working Together
- Communicating and Influencing
- Analysing and Using Evidence
- Managing Customers and Suppliers
- Planning and Managing Resources to deliver Business Results

## **ADDITIONAL INFORMATION**

The recruitment process is a fair and open competition and people will be judged on their own merit.

## **HOW TO APPLY:**

1. To apply for this role please complete the application form located at the following link:  
[SBAA External Webpage](#)
2. This role is assessed against the competency framework. For specific details please refer to:  
[SBAA Webpage Competence](#)
3. For further information about the role involved please contact the Line Manager by telephone:  
Name **Marie Lathwell**, Tel No: **00357 2527 6315**
4. Once completed **electronically** please send your application by email to:  
[BFC-SBAA-Recruitment-GpMailbox@mod.gov.uk](mailto:BFC-SBAA-Recruitment-GpMailbox@mod.gov.uk)

**Only electronic applications via email in the original word format should be submitted (no handwritten applications will be accepted). No hard copy applications will be accepted. Any forms that are submitted in any other format e.g. bitmap, jpeg, pdf will not be considered**



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Incomplete forms will not be sifted, please ensure that you complete all the sections on the form.

Only send your application, no CV or any other attachments to the Recruitment group mailbox, please do not attempt to send the application to the Recruiting Line Manager as they will not be able to accept it until it is forwarded through the Recruitment Officer for interview sift evaluation.

**Please Note:**

You will receive an email to let you know whether or not you have been successful t LEHR 004 interview stage, you will only receive feedback of your performance from the interview

## JOB DESCRIPTION

*(To be reviewed at recruitment or annually at beginning of Reporting Year)*

<b>POST TITLE</b>	Control Room Customs Support Officer		
<b>Area/Section</b>	SBA Police Akrotiri	<b>Position No</b>	New
<b>Grade</b>	LAO	<b>Grade Priority</b>	1
<b>Full Time/Part Time</b>	Full Time	<b>No of Established Hours</b>	37
<b>Required Security Clearance</b>	OS	<b>Position LEC/UKD</b>	LEC
<b>Current Incumbent Name</b>		<b>Employed by BFC or SBAA</b>	SBAA/BFC
<b><u>Brief Description of Role</u></b>			
To receive, record and assess emergency and non-emergency requests for service in the Joint Control Room and provide resolution where appropriate. To monitor dedicated Customs and Immigration internal line and respond to requests for service.			
<b><u>Responsible to</u></b>			
LM - Control Room Inspector <b>CSO - Senior Customs and Immigration Officer (AKI)</b>			
<b><u>Priorities (list in order)</u></b>			
<ul style="list-style-type: none"> <li>• Answer calls for service from the public and internal customers</li> <li>• Operate a range of systems within the Force Control Room</li> <li>• Maintain accurate incident records on SBAP systems</li> </ul>			
<b><u>Responsible for (Tasks/Duties)</u></b>		<b><u>Percentage (%) of time spent during the working week on each task</u></b>	
<ul style="list-style-type: none"> <li>• To receive and record requests for service and maintain accurate incident records on force systems, resolving at first point of contact where necessary.</li> <li>• To answer both emergency and non-emergency calls and establish the nature and risk of reported incidents, determine the most appropriate emergency service to respond and accurately record them onto the command and control system.</li> <li>• To oversee the deployment of Customs and Immigration resources and maintain an accurate incident record on the command and control system.</li> </ul>		<ul style="list-style-type: none"> <li>• 15</li> <li>• 15</li> <li>• 10</li> </ul>	



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<ul style="list-style-type: none"> <li>• To monitor the ANPR systems for SBAP and Customs and Immigration, ensuring ANPR alerts are dealt with accordingly. Providing feedback to ANPR hotlist owners to ensure that the system is kept up to date.</li> <li>• To remotely support Customs and Immigration at the checkpoints and while officers are on patrol by monitoring CCTV and radio communication systems. Provide intelligence support where required.</li> <li>• To communicate accurate information to external organisations whilst maintaining standards of security of information in accordance with Force guidelines.</li> <li>• To maintain and continuously develop a working knowledge of emergency and non-emergency working practices and procedures.</li> <li>• To report immediately to a supervisor all incidents that are, or have the potential to develop in to, high risk matters.</li> <li>• To operate force systems in order to record and retrieve information and intelligence.</li> <li>• To provide support to specialist operations including silver related incidents.</li> <li>• To complete any other reasonable task in support of SBAP/Customs business.</li> </ul>	<ul style="list-style-type: none"> <li>• 10</li> <li>• 10</li> <li>• 5</li> <li>• 5</li> <li>• 5</li> <li>• 15</li> <li>• 5</li> <li>• 5</li> </ul>
<p><b><u>All employees are</u></b></p> <ul style="list-style-type: none"> <li>• To undertake ad-hoc duties, as required, that may be reasonably expected by the <b>line manager but are commensurate with the grade, and within the unit objectives.</b></li> <li>• To carry out responsibilities with regard to BFC Equal Opportunities and Health &amp; Safety Policies.</li> </ul>	
<p><b><u>Competences required</u></b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Working Together</li> <li>• Communicating and Influencing</li> <li>• Analysing and Using Evidence</li> <li>• Managing Customers and Suppliers</li> <li>• Planning and Managing Resources to Deliver Business Results</li> </ul>	
<p><b><u>Training/qualifications required for the post</u></b></p> <p><b>Essential</b></p> <ol style="list-style-type: none"> <li>1. Proven ability to communicate verbally and in writing in English and Greek with a wide range of people.</li> <li>2. Good organisation, time management, administration and coordination skills.</li> <li>3. Possess good risk assessment, problem-solving and decision-making skills.</li> <li>4. Demonstrate resilience when dealing with extremely stressful incidents, and customers who are often highly emotional.</li> </ol>	



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5. Comprehensive and accurate keyboard skills with the ability to listen, interpret information, speak with callers and type simultaneously and computer literacy with a proven ability to create and update records accurately by direct input.
6. Ability to multi-task managing various administration duties as required whilst ensuring that calls for service are answered whilst remaining calm and focused.
7. Ability to work effectively within a team, supporting their colleagues as well as contributing to team and organisational goals.
8. Demonstrates the ability to respond to change in the working environment by showing willingness to adapt and be flexible without detriment to service or performance.
9. Demonstrate a high level of motivation and flexible attitude; adapting well to change and new working practices, evidenced by a high level of productivity/ achievement with minimal supervision.
10. Strong Microsoft Office competencies.
11. Ability to operate a range of IT systems.
12. Personal integrity to handle sensitive information.

**Desirable**

13. Good knowledge of written and spoken Turkish language

**Equal Opportunities Responsibilities**

The responsibility for implementing the Department's Equality & Diversity policies is shared by all staff. The Post Holder has a shared responsibility to ensure that the working environment is free from harassment, and that the dignity of others is respected. The Post Holder is required to take care that his/her own conduct does not cause offence and she/he should discourage colleagues from harassing others. Post Holder will be required to undertake a mandated Equality & Diversity training.

**Health & Safety Responsibilities**

The Post Holder is to take due account of customer care considerations and is responsible for ensuring that their own actions and their environment is free from items/actions that may be considered hazardous to others.

<b>Originator:</b> <b>Line Manager</b>		<b>Employee:</b>	
<b>Signed:</b>		<b>Signed:</b>	
<b>Date:</b>		<b>Date:</b>	