

**POLICE ENQUIRY CENTRE OFFICERS - ADDITIONAL QUESTIONS**

This completed questionnaire *must* be returned with your application form and will be used for short-listing purposes. Please answer **ALL** questions.

Name: .....

Please give evidence of your competency in the areas below. Examples provided should be recent (please indicate specific dates where possible), specific and should explain the action that you have taken. Please refer to the person specification and job description for the list of essential and desirable criteria. Examples may be from outside the work environment where relevant.

**1) Effective Communication**

***Please provide a recent and specific example of your ability to communicate effectively with others orally and a recent and specific example of your ability to communicate effectively in writing.***

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**2) High Level of Customer Focus**

***Please provide a recent and specific example that demonstrates your ability to provide a high quality of service to customers (internal and/or external.) Examples of handling customer complaints or “difficult” customers would be particularly relevant.***

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**3) Effective Team Working**

***Please provide a recent and specific example of an occasion where you have acted to support your colleagues when they were experiencing difficulties. What action did you take and why?***

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**4) Resilience**

**The role of Trainee Police Enquiry Centre Officer entails dealing with a variety of calls, some of which could potentially be quite distressing and/or difficult.**

***Please provide a recent and specific example that demonstrates your ability to remain in control of your emotions under difficult/distressing circumstances.***

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**5) Assertiveness**

***Please provide a recent and specific example that demonstrates your ability to be assertive when dealing with a challenging or difficult situation/person.***

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**6) Good Problem Solving Skills**

***Please provide a recent and specific example of a time when you have identified a significant problem, what action did you personally take to resolve it, and what was the outcome?***

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**7) Decision Making**

***Please provide a recent and specific example of a time when you have made an appropriate decision in a fast paced environment?***

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**8) Prioritising**

**The role of a Trainee Police Enquiry Centre Officer entails having to assess and prioritise the calls in order to determining the urgency of the Police response.**

***Please provide a recent and specific example that demonstrates your ability to effectively take into account conflicting priorities when dealing with a variety of tasks.***

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**9) Ability to speak a second language fluently**

***Please specify any languages other than English, which you able to speak fluently.***

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**10) IT Skills**

***Do you have experience of the following (please tick appropriate box (es) below):***

	<b>Yes</b>	<b>No</b>
<b>Navigating internet search engines</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Able to proficiently operate a mouse</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Database entry (e.g. access or other in house system)</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Database information search and retrieval</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Navigating between windows based applications</b>	<input type="checkbox"/>	<input type="checkbox"/>

**Please specify any additional types of software packages used below. (Experience of using police computer systems is desirable.):**

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**Please specify to what extent your current or most recent role involved operating computerised systems:**

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**What is your current typing speed in words per minute?**

0-19	20-25	26-29	30-39	40+

**11) Experience of Shift/Antisocial hours work**

**Yes      No**

**Shifts rotating throughout full 24 hour period**

<input type="checkbox"/>	<input type="checkbox"/>
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**Work during antisocial hours (i.e. work outside normal office hours from 08:30 to 18:00 hours)**

<input type="checkbox"/>	<input type="checkbox"/>
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If yes, please indicate the type of shift system worked as part of your contract (i.e. on a regular weekly/daily basis):

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**Thank you for completing this form**