

FCC OPERATOR

Recruitment information pack

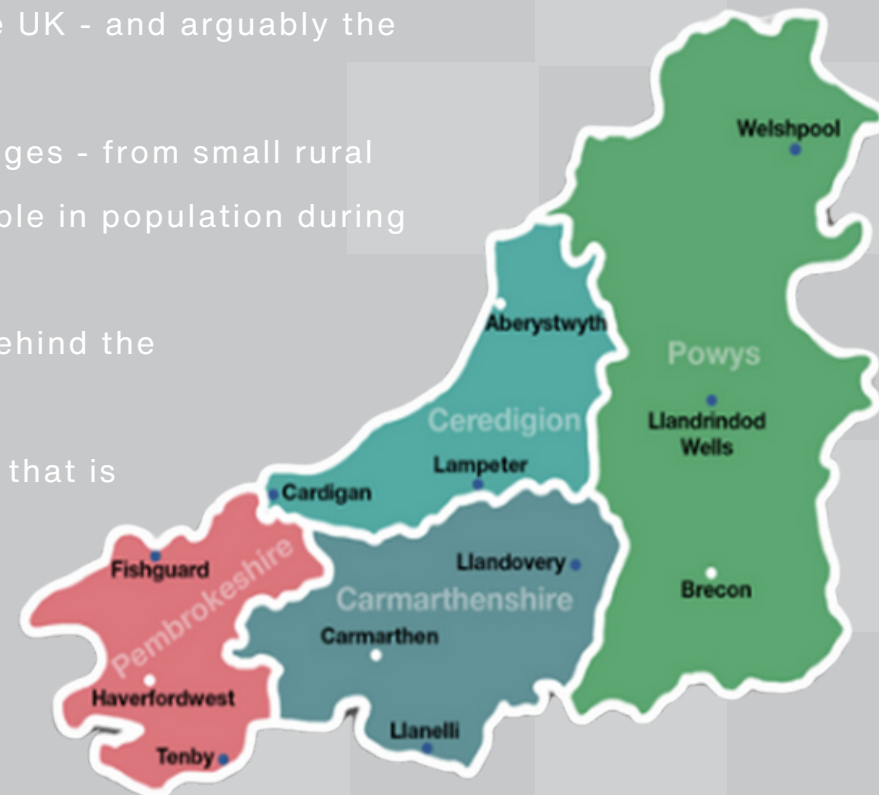


THINKING OF BECOMING A MEMBER OF POLICE STAFF AT

Dyfed-Powys Police?

Let us tell you more about who we are and what we can offer you:

- You can live and work in picture perfect towns or villages (or the smallest city in the UK!) surrounded by 350 miles of coastline and two of the three stunning Welsh national parks.
- We oversee the largest geographical policing area in England and Wales, covering 4,188 square miles and more than 8,500 miles of roads over the four counties of Carmarthenshire, Ceredigion, Pembrokeshire and Powys.
- We are proud to be one of the safest areas to live, work and visit in the UK - and arguably the most attractive too!
- It might be beautiful, but we police a diverse area with a mix of challenges - from small rural villages to larger, more densely populated towns, and areas which double in population during tourist seasons.
- Everyone in our policing family has a key role to play, whether that's behind the scenes or on the front line.
- We work together to fulfil our mission of providing a first-class service that is visible and accessible.



You can find out more about the benefits to becoming a
Dyfed-Powys Police Staff on our [website here](#)

THE RECRUITMENT SYSTEM



NEW USER

If you are a new user to the system, you will need to register.

- We advise you use your personal email address rather than your work or education email (to ensure you always have access to any email notifications).
- You will need to ensure you tick the box to confirm that you have read and agree to the terms and conditions
- click 'Submit Registration'.

If the 'I'm not a robot' captcha verification does not appear, this may be due to using Internet Explorer browser; please switch browser to rectify this issue.

RETURNING USER

If you are a returning user to the system, please log in using your email address and password.

- The recruitment system is used by All Wales Forces; therefore, you may have created an account with another force.
- If you have forgotten your password, please use the systems 'forgot your password?' functionality.

TO APPLY:

You will need to register or login

Register

[Sign in with LinkedIn](#) [Login with Facebook](#) [Sign in with Twitter](#)

To create a new online application account, enter your personal details below. Please use a non-university/college email address that you will have permanent access to, as our main method of contact with you will be via email.

It is strongly recommended that you use a personal email so you can ensure you receive the notification even when you are on rest days, training or annual leave. However, please be advised you can always log on to your applicant account through the online portal and review your status or correspondence and you can view any booked appointments.

Please also note that your language preference to navigate this website will be set to the language you are currently viewing the page in. This cannot be modified once you are logged in.

First name

Last name

E-mail

Confirm email address

Choose password (min 12 characters)

Confirm password

☐ I'm not a robot 

☐ The information you provide on this form will be used to progress your application for employment and, if your application is successful, to administer your personnel record. Before starting your online application please read our [Privacy Statement](#) that sets out the terms of use of the site. This contains details of our data collection policies and use of personal data.

☐ I agree to the above terms and conditions

☐ I would like to register with tal.net identity provider

[Submit Registration](#) [Login](#)

[Change Language](#)

[Home](#) [Dyfed-Powys Police Vacancies](#) [Help Centre](#)

[Login](#) [Register](#)

Login

[Sign in with LinkedIn](#) [Login with Facebook](#) [Sign in with Twitter](#)

Please note that if you registered your details with an application last year you are required to enter them as a new user to submit a valid application. Please also note that your language preference to navigate this website will be set to the language you are currently viewing the page in. This cannot be modified once you are logged in.

If you already have a username and password please log in here.
Your username is your email address provided when you registered.

Please note that username and password are case sensitive.

Username

Password

[Login](#) [Forgot your password?](#) [Create New Account](#)

[Change Language](#)

L

Welsh
English

Vacancy pages (including the application form) can be viewed in both Welsh and English by changing the language preference toggle to suit your needs.

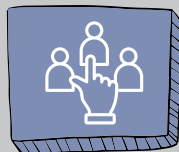
APPLICATION PROCESS



01. Application form

The police staff application process consists of two areas:

- 1.Position Eligibility
- 2.Application form questions



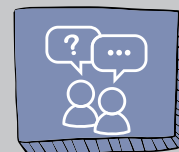
02. Shortlisting

All submitted applications will be shortlisted by trained members of staff and/or Officers.



03. Assessment (if applicable)

For some roles, candidates may be required to undertake testing.



04. Interview

If successful at the shortlisting/testing stages you will be emailed an invite to attend an interview. The interview date is advertised on the job advert.



05. Pre-employment checks

The below checks must be completed before an unconditional offer can be issued:

- 1.Vetting clearance
- 2.Medically fit for role
- 3.Referencing for the past 5 years including current employer

Key points to note before commencing your application:

- Make sure you read the requirement of each stage thoroughly
- Please ensure that you complete ALL sections of the application form as accurately as possible.
- Any personal information provided in your application form is subject to Data Protection Act 2018 and GDPR 2018. For more information on how we use your information, you can view our [recruitment privacy statement](#)
- We only accept Curriculum Vitaes (CV's) where indicated on the application form.
- Additional documents should only be submitted when they are specifically asked for e.g., pictures of tattoos, copies of your driving licence. If you are having difficulties uploading any documents, please contact the recruitment team.

- If you require reasonable adjustments or positive action please ensure you check the relevant boxes on the application form.
- Please note if the tattoo is on your face, neck, hand, wrist or forearm you will be required to upload TWO photos to your application form.
- If you have had more than one address in the last 5 years or received any convictions/cautions, have all this information to hand including dates.
- If you have any financial certificates (bankruptcy, IVA etc.) have a copy of these ready to upload
- Applications submitted after the closing date and time will not be considered.
- You will need to comply with the eligibility criteria and undertake security vetting prior to appointment. If you have any concerns about this or wish to discuss what this means for you then please contact the recruitment team.

1.POSITION ELIGIBILITY



The first part of the application form will request that you log your personal details such as:

➤ Name ➤ Address ➤ Contact Numbers ➤ National Insurance number, etc.

You also have the option to choose your preferred language for verbal communication.

YOUR APPLICATION WILL NOT BE PROGRESSED WITHOUT A NATIONAL INSURANCE NUMBER

- Most of the personal information captured here will be kept on your file, so should you wish to apply for other positions, this information should populate itself for future applications.
- Please ensure that the information you provide is accurate.
- Once you have completed the required personal and contact detail fields, click **continue** at the bottom of the page, this will then take you to the **Position Eligibility** section.

If you are an INTERNAL candidate, you will need to know your line manager's pay reference number and email address.

Please ensure that your Line Manager is aware and fully supportive of your application.

**PLEASE ENSURE THAT YOU COMPLETE THE FORM ACCURATELY AS AN ERROR
COULD CAUSE YOUR APPLICATION TO BE REJECTED UNDER ELIGIBILITY.**

1.POSITION ELIGIBILITY



Am I eligible?

POLITICAL AFFILIATION

The police service has a policy of prohibiting any of their officers, staff or volunteers from becoming members of a proscribed terrorist organisation or group such as Combat 18 or the National Front, whose aims, objectives, or pronouncements may contradict the duty to promote race equality.

If you are a member of a proscribed terrorist organisation or similar, your application will be rejected.

FINANCIAL POSITION

Members of the Police Service are in a privileged position with access of information and could be considered potentially vulnerable to corruption. Therefore, applicants to the Police Service should not, be under pressure from undischarged debts or liabilities and should be able to manage loans and debts sensibly.

TATTOOS / PIERCINGS

Candidates with visible tattoos, body piercing or other body modifications may be considered eligible for appointment if the force considers that the individual case does not breach the Code of Conduct or constitute a risk to the health and safety of the staff and officers.

Tattoos are not a bar to appointment. However, some tattoos could potentially offend members of the public or colleagues or could bring discredit to the Police Service.

CONVICTIONS & CAUTIONS

You may still be eligible to join the police service if you have minor convictions/cautions, but there are certain offences and conditions that will make you ineligible. You MUST declare all convictions for past offences, formal cautions (including as a juvenile) and any bind-over imposed by the courts. You should also include all traffic convictions. Due to the nature of policing, it's essential that we conduct rigorous vetting checks on successful applicants before they can join the program.

CITIZENSHIP

You must be a British Citizen, citizen from the European Economic Area (EEA), Commonwealth citizen or foreign national with no restrictions on your stay in the United Kingdom.

RESIDENCY

You must have been continually resident in the UK for the three-year period immediately before an application is made. This is to satisfy the requirement to vet all applicants in an equitable manner and the UK Police service does not currently have any means of facilitating vetting checks overseas, to the extent required of those who have been resident in the UK. Applicants who cannot be vetted, cannot be appointed.

2. APPLICATION FORM QUESTIONS



This part of the application process is to find out more about you and your suitability for the role

The application form questions consist of multiple pages.

When you have completed each page, **click continue** to progress to the next page, ensuring that you have completed the information accurately.

CRIMINAL HISTORIES

On the application form you must :

- Confirm that you have read and understood the Rehabilitation of Offenders Act 1974 Guidance. If you have any questions about this, please contact the recruitment team.
- Declare any criminal convictions/investigations. This information will be used as part of your vetting checks, and you need to be truthful in your responses. If you answer 'Yes' to any of the questions, you will be prompted to give additional information. You can add more offences/convictions/investigations by clicking 'Add another instance'.

If you are successful at interview and receive a conditional offer for the role, we will then ask for information regarding the last five years prior to your application – education, employment and character referees will be sought. If you have any gaps in employment you will be asked to explain these.

We will NOT make enquiries with any of your previous employers until you have been issued with a conditional offer and we will not usually contact your current employer until you have passed the vetting stage of the process. If we need to contact your employers outside of the above terms we will make contact with you first.

WELSH LANGUAGE

All Dyfed-Powys Police staff and officers are required to communicate through the medium of Welsh to level 1. If you are unable to communicate to this level, you will be granted 6 months from appointment in the role to achieve this level. We have excellent Welsh learning opportunities in Force to assist you in achieving this level including access to an online course. You can determine your Welsh language ability here.

Depending on the nature of the role, there may be have a higher Welsh level requirement. You will be tested that you have this ability before being invited to attend an interview.

SECONDARY EMPLOYMENT AND BUSINESS INTEREST POLICY

Dyfed-Powys Police has a "Secondary Employment and Business Interest Policy" which states that if you intend to continue with an existing business or employment then it will be necessary to seek permission from the Chief Constable upon appointment into a role. This includes any volunteering that you wish to continue as well as paid employment. At this stage, you do need to provide any further information on your business interest but do need to confirm that you are aware that you will need to declare more information such as the extent of your involvement which will be reviewed and approved/declined accordingly. If you wish you discuss this further before applying, do not hesitate to contact the recruitment team.

QUALIFICATIONS

You will need to select your highest level of academic attainment and upload the supporting certificate. Please refer to the role profile for which qualifications specifically relate to the role you are applying for.

Progress Tracker

- ✓ About You
- ✗ Tattoos
- ✓ Rehabilitation of Offenders Act 1974 Guidance
- ✗ Criminal Histories
- ✓ Employment
- ✓ Qualifications
- ✗ Language Skills
- ✓ Skills
- ✗ Business Interests
- ✓ Attainments
- ✗ References
- ✓ Declaration

TIP!

The progress tracker on your application form will show you what pages you have not fully completed yet

- this is shown with a red cross.

For the role of Contact Handling Support, you do NOT need to complete the attainments as per listed on the role profile and subsequent application form.

PLEASE LEAVE THIS SECTION BLANK AND SUBMIT YOUR APPLICATION.

Once your application is submitted, your eligibility will be reviewed by the recruitment team, and you will be asked to complete an additional test – 999/101 Police Call Handler Audio Situational Judgement Test.

PLEASE FOLLOW THE INSTRUCTIONS CAREFULLY AS FAILURE TO DO SO MAY RESULT IN YOUR APPLICATION BEING REJECTED

SITUATIONAL JUDGEMENT TEST



999/101 POLICE CALL HANDLER AUDIO SITUATIONAL JUDGEMENT TEST

The 999/101 Police Call Handler Situational Judgment Test assesses your judgement and decision making skills in relation to job-relevant situations. In the test you will be presented with a series of scenarios based on interactions between police call handlers and callers.

The test does not require any specialist knowledge to complete. Your responses should be based solely on the information presented in each scenario.

You will receive some background information about the role before you begin the test. Please ensure you read the 'briefing for participants' before you compete the test. This will be sent to along with your invite from the test system – Apollo.

PREPARING FOR THE TESTING SESSION

- Make sure you have a good night's sleep before you take the test.
- If you normally wear glasses or contact lenses, make sure you are wearing them when you take the test.

DURING THE TESTING SESSION

- Follow the instructions for the test carefully.
- If you are unsure about anything, speak to the test administrator before you begin.
- You can replay an audio clip as many times as necessary.
- Try to remain calm and focus on performing to the best of your ability

INTERVIEW & ASSESSMENT



If successful at the online test, you will be emailed an invite to attend an interview and Assessment.

The Assessment consists of a work-based scenario which includes a typing test.

You will be provided with full details of what is expected, however, to prepare prior to an invite to interview, the marking guide can be found on the Role Profile attached to the advert. If you are unsuccessful at interview, there may be an opportunity to be provided with feedback from the panel members.

IN READINESS FOR YOUR ASSESSMENT, THERE WILL BE TWO TESTS:

1. The first is a 5 minute test where candidates are given a printed press release and are asked to type up as much of it as possible within 5 minutes. Any errors (spelling, grammar, punctuation) will decrease the score.
2. The second test lasts about 15 minutes where candidates listen to a recording of someone speaking and is required to type what they hear verbatim. This assesses listening skills and accuracy. Again errors will detract from their score.

The **interview** process has been designed to get a more rounded picture of you as an individual. It examines how your values and those of Dyfed-Powys Police might match. By carrying out this interview we are ensuring that you are making the right choice and thus will have every chance of being a successful Dyfed-Powys Police member of staff.

The **values and competencies** that we are looking for in this interview have been through a rigorous process of research to ensure that they are relevant to the role and are fair to everyone being interviewed.

You will be provided with full details of what is expected, however, to prepare prior to an invite to interview, the marking guide can be found on the Role Profile attached to the advert.



VALUES

- Public Service
- Respect & Empathy
- Courage

COMPETENCIES

- We are emotionally aware
- We take ownership
- We deliver, support & inspire
- We are collaborative
- We analyse critically
- We are innovative and open-minded

INTERVIEW GUIDANCE



Here are some tips to help you prepare for the interview process when applying for a Police Staff role with Dyfed-Powys Police:

PREPARING FOR THE INTERVIEW

RESEARCH THE ORGANISATION

- Familiarise yourself with the values of Dyfed-Powys Police
- Spend some time examining the assessment criteria as outlined in the role profile and think about how you can evidence these criteria.
- You should read the descriptions of the competencies to understand which outcomes they support

REVIEW THE ROLE PROFILE

- Review the role profile and identify key responsibilities and required skills. The scoring guide is attached at the end of the role profile.
- Think of the things you have done, and how your experiences could help you in the role you are applying for.
- The questions will be based on the requirements of the role profile.
- Think about what you did, how you did it, why it was successful, what you learnt, etc.

PUNCTUALITY

- Plan to arrive early to account for any unforeseen issues.
- Please note, at times it might take longer than expected to find a parking space.

AFTER THE INTERVIEW

- If you are successful, you will be contacted as soon as possible, by telephone or email.
- A conditional offer will be confirmed via email and is subject to further clearances.
- It is strongly advised that candidates do not hand in their notice to their current employer until all pre-employment checks are complete and a final unconditional offer has been issued.

AT THE INTERVIEW

FORMAT

- The interview process will last approximately 45 minutes.
- Prior to your interview, you will be given 10 minutes to read the questions and make notes - you will be allowed to take these notes into the interview with you. No electronic devices or pre-written notes to be used during this time.
- You will be asked a series of questions in a structured format, by a panel of at least two people.
- There may be a test or presentation, (if so, you will be given full details beforehand).

FOCUS YOUR ANSWERS

- Be in a position to give evidence for all the essential criteria listed.
- Ideally, have more than one example to demonstrate your competence in each area. Recent examples are better, but not essential.
- If possible, use evidence that has a connection with the role. It may be that you can look outside of work for skills that you have – for example leadership skills if you run a scout group.
- Remember you will need to, give specific examples, stick to relevant information to demonstrate your competence.
- The panel will prompt you, as necessary, to clarify anything that you've said.

FAIRNESS

- You will be asked at the end of the interview if you wish to add anything or ask any questions.
- The interview process is fair. The successful candidate will be the person who gets the highest score.
- If you are not successful it doesn't necessarily mean you can't do the role, someone just happened to perform better than you on the day.

SUCCESSFUL AT INTERVIEW

what's next?

ATTENDANCE & PERFORMANCE

Attendance and performance will be reviewed during the recruitment process and could impact on your application. Sickness absence over the previous 5 years may be reviewed with each case being considered on its own merit. The Force sickness trigger points (Bradford Factor 200+, 3 periods of sickness in 12 months, an absence of 28 days or more) will be used as a guide when considering suitability on attendance grounds. Pregnancy and disability related absences will be considered as well as the nature of the sickness against the new role requirements

QUALIFICATIONS CHECK

The recruitment team will ensure you have obtained the required qualifications as per listed on the role profile

VETTING

All applicants are required to complete a vetting form to proceed to the security clearance part of your selection. You will receive a link to log into our vetting system CoreVet, please do this as soon as possible to ensure there are no delays with progressing your application. Once the required forms have been submitted, checks will be completed by our Professional Standards Vetting Department and a decision will be made on whether vetting can be granted. This can take up to 12 weeks or longer depending on individual circumstances.

FUNCTIONAL NEEDS ASSESSMENT/MEDICAL

You will also complete a Functional Needs Assessment (FNA) which will be reviewed by our Occupational Health Unit. A FNA identifies the suitability of a person in terms of health to the role that they have applied for. It will identify any needs that the person may have to fulfil their duties and offer reasonable adjustments where applicable. Some roles may require further forms or attendance at medical; you will be communicated what is required by the recruitment or directly by our Occupational Health Unit team

REFERENCES

At this stage we will request that you provide employment history to cover the last 5 years as well as your nominated character/educational referees. It is important that information on your application form is correct and kept up to date. We do not usually contact your current employer until you have been granted vetting clearance. Any sickness declared by a previous employer will be reviewed by Senior Management in line with Dyfed-Powys Police Absence Management policy. If you pass all the above stages, we will then contact your current employer for a reference. Any sickness declared by your current employer will be reviewed by Senior Management in line with Dyfed-Powys Police Absence Management policy as per past employer references.



STAFF SUPPORT NETWORKS

Dyfed-Powys Police are proud to have several staff networks which support the force in providing support to under-represented groups by positive action recruitment and retention initiatives

➤ Ability Support Network

➤ LGBT+ Support Network

➤ Gender Equality Network

➤ Christian Police Association

➤ Ethnic Minority Support Network



Ability
Support
Network



RHWYDWAITH
CYDRADDOLDEB
RHYW
GENDER
EQUALITY
NETWORK



DISABILITY CONFIDENT EMPLOYER

We are recognised as a disability confident employer, we aim to recruit and retain disabled people, and people with health conditions, for their skills and talent. You can indicate on your application form whether you require any support or adjustments to enable you to do the job, or to assist you with your application.

If you join us with a disability or medical condition, we aim to support you so you can carry out your role effectively. Where possible we'll arrange reasonable adjustments so you can do this



For more information, visit our [positive action page](#)

POSITIVE ACTION

Dyfed-Powys Police is committed to recruiting more people from our diverse communities in order to be fully representative of the communities we serve.

Applicants from all backgrounds and ethnic groups are encouraged to apply. We are committed to making equality a reality both within the organisation and through the policing service we provide.



FREQUENTLY ASKED QUESTIONS



Can I start an application, save & return another time to complete?

Yes. Please create a user account by registering on the system - you will be required to create a password.

It is vitally important that this password is recorded. Passwords entered incorrectly will impede your ability to access your application form. If you forget your password, you will be able to reset it by clicking the 'forgot your password?' button.

If you have previously created an account, simply click 'login' prior to commencing your application.

You must complete and submit the application before the closing date.

Will I receive confirmation that my application has been received?

You will receive an automated email when your application has been received by Dyfed-Powys Police.

My documents won't attach to my application form. What should I do?

Please contact the recruitment team stating your applicant number and the job reference

I would like to find out more about the role advertised, who do I contact?

If you would like to find out more about the role, or clarify some of the tasks in the role profile, please do not hesitate to contact us.

Can I submit my application in Welsh?

Yes of course. Applications can be submitted in both Welsh and English and your language preference will not have impact on your application form. You can change the language of the recruitment pages including application form, by using the change language toggle.

I am having problems with the website, what should I do?

There is a help desk on the main recruitment page with solutions on how to fix common system problems. If you are still having difficulties, please contact the recruitment team

If you encounter any problems or have any queries, please contact us via email at: recruitment@dyfed-powys.police.uk

Please note our office hours are: Monday – Friday 9am to 5pm

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THANK YOU

Thank you for your interest in working with us
We look forward to receiving your application

