

May 2017

Requisitions: Fulltime; **NSWPF 00005AV9**, Part Time; **NSWPF 00005AV8**, Aboriginal Targeted Fulltime:  
**NSWPF 00005AVB**

Dear applicant,

Thank you for your inquiry regarding the advertised positions of Customer Service Representative, Clerk Grade 1/2, at PoliceLink, **Lithgow**. There are a number of permanent fulltime 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 fulltime 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.

**Once completed applications have been received, applicants who have addressed all of the selection criteria and have adequately completed the online customer service assessment, will be required to undertake a preliminary interview. This interview will take approximately 15 minutes. Applicants who do not meet the criteria will be contacted by a representative of the recruitment company and advised accordingly. Applicants who are shortlisted as a result of the initial screening processes indicated above will be required to attend an Assessment Centre - duration approximately 4 hours.**

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 selection criteria 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 is Sunday 4 June 2017. 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 Ana Prestwidge, on **1300 363 933** OR email [nswpolice@randstad.com.au](mailto:nswpolice@randstad.com.au).

**NB: Enquiries officer available during business hours Monday-Friday 830am – 530pm.**

Good luck with your application!

Yours sincerely

*Kirsty Doolan*  
A/Business Analyst

**PoliceLink Command**

**Incorporating Triple Zero (000), Police Assistance Line (131 444), Child Wellbeing Unit (02 4352 0177),  
Crime Stoppers (1800 333 000) and Customer Assistance Unit (1800 622 571)**

PO Box 3427, TUGGERAH NSW 2259

Telephone 02 4352 0000 Facsimile 02 4352 0003 TTY 9211 3776 (Hearing/Speech impaired)

ABN 43 408 613 180

## About PoliceLink

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 anonymously.

### **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 Operational Communication and Information Command (OCIC), 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

Please refer to the below PoliceLink recruitment process:

- Applicants must apply online via the [www.iworkfor.nsw.gov.au](http://www.iworkfor.nsw.gov.au) website
- Applicants who submit a complete application including a selection criteria response and resume will be emailed a link to an online customer service assessment
- Applicants who have scored adequately in the customer service assessment will progress to a preliminary interview
- Shortlisted applicants will be asked to attend an assessment centre at PoliceLink, Lithgow.
- Assessment centre activities include group exercises, individual interview, keyboard assessment, an emotional intelligence assessment and other simulated job related activities
- Applicants successful at the assessment centre will be invited to attend an information night to be held at PoliceLink, Lithgow followed by panel interview in subsequent days.
- Applicants who are successful and commence employment with NSW Police, but who do not pass all competencies during the initial up to 8 weeks full time training, will have their employment annulled. The anticipated start date is Monday 17<sup>th</sup> July 2017.

## Essential Information

- Applicants must address each of the selection criteria 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 must provide the name and contact number of their current human resources administrator who can provide information on length of service, current salary and sick leave
- 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 No's:

Full Time **NSWPF 00005AV9**

Part Time **NSWPF 00005AV8**

Aboriginal Targeted Fulltime **NSWPF 00005AVB**

### **PLEASE NOTE:**

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