



Falkland Islands Government – Job Description

Job Title:	Emergency Services Control Room Supervisor		
Department:	Emergency Services	Section:	Royal Falkland Islands Police
Reports to:	Senior Clerk		
Grade:	Falkland Islands Government – Grade F		

Job Purpose

As a Supervisor in the Emergency Services Joint Control Room (JCR), you will play a key role in protecting and supporting our community. You will lead and guide a team of controllers, ensuring that emergency and non-emergency calls are managed quickly, calmly, and effectively. Working closely with police and other emergency services, you will help coordinate the right response at the right time.

You will provide training and development to colleagues, helping them build the skills and confidence needed in a fast-paced environment. You will also review incidents and call handling to identify ways we can continuously improve the service we deliver.

The role also includes supervising reception at Police Station / Headquarters, where you will welcome visitors and assist with a wide variety of public enquiries.

Main Accountabilities:

Leadership & Team Development:

- Lead and support the Control Room team during shifts, providing guidance on incident management and helping operators develop their skills and confidence in handling emergency and non-emergency situations.
- Manage the duty roster to ensure continuous 24/7 coverage of the Joint Control Room, coordinating annual leave, training commitments and providing initial cover for any staffing gaps including sickness and unplanned absence.
- Monitor radio and telephone communications, including 999 calls, to ensure professionalism, accurate information handling and timely responses. Conduct regular quality reviews of recorded calls to identify learning opportunities and training needs.
- Review closed incidents to identify improvements in service delivery, ensuring all cases are managed in line with Standard Operating Procedures and recognised frameworks such as M/ETHANE, THRIVE and JESIP principles.

Operational Coordination:

- Perform radio control duties, receiving and transmitting dispatches, and coordinating the deployment of appropriate resources across police and emergency services to ensure effective incident response.
- Contribute to the development and updating of Standard Operating Procedures, helping to ensure the Joint Control Room continuously improves its operational effectiveness and response capabilities.
- Prepare reports on Control Room performance, incident statistics and staffing matters to support management decision-making and service improvement.
- Liaise with the Senior Clerk and other emergency service agencies to maintain smooth coordination of the Joint Control Room and ensure strong operational communication across all partners.
- Provide additional operational support during major incidents, including Silver Cell coordination, ensuring the control room maintains effectiveness during high-pressure situations.

Compliance & Administration:

- Conduct regular compliance checks and audits on operational databases, including the Overseas Territories' Regional Crime Intelligence System (OTRCIS), ensuring accuracy and currency of all records.
- Process Criminal Record (Vetting) Checks as required, maintaining confidentiality and following established procedures.
- Manage Police Station reception duties, welcoming visitors and handling public enquiries or directing them to the appropriate service.



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- Monitor and manage the Royal Falkland Islands Police social media platforms, including Facebook and Messenger, responding to community enquiries, moderating comments and promoting safety messages and positive community stories.
- Maintain the Police Archives and Lost and Found Property records in line with established procedures.
- Act as the building custodian for the Police Station, ensuring maintenance issues are reported and addressed promptly.
- Uphold Falkland Island Government values in all aspects of the role, ensuring equality, diversity, fairness, dignity and health and safety principles are embedded in daily operations.

This job description outlines the main duties of the role. You may be asked to undertake other reasonable duties appropriate to your role and grade as required by the Royal Falkland Islands Police.

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Additional Information:

Due to the need to provide JCR cover on a 24/7 basis, **the post holder will be expected to work as part of shift pattern as and when required**, including weekends and public holidays and work flexible hours depending on staff shortfalls such as annual leave or sickness cover. The postholder should also be generally available in the event of a major incident. In recompense this post will attract unsocial payments.

The role can be demanding as difficult decisions oft have to be made quickly and accurately. The postholder may also need to engage with distressed and vulnerable members of the public who seek support in times of urgent or extreme need.

Initial and ongoing training, including mentoring and development will be provided to the successful candidate.

Criminal Record Checks - This post is regarded as sensitive

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers. Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



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Person Specification:	Emergency Services Control Room Supervisor		
Criteria	Essential	Desirable	Assessment Method
Education and Training:			
5 GCSE English Language and Mathematics (Grade 4+ or C or above (or equivalent level of qualifications)	✓		A
NVQ Level 2 in Business and Administration or equivalent, or the ability to obtain one within an appropriate time frame	✓		A
Qualifications and/or documented evidence of attendance at courses in word processing / typewriting; or Microsoft Office in general	✓		A/I
Valid driving licence		✓	A
A working knowledge of a second language e.g. Spanish would be useful		✓	A
Knowledge, Skills and Experience:	Essential	Desirable	Assessment Method
Good IT skills (including good keyboard skills) and experience in using Microsoft Office programmes such as Word, Excel, Access, PowerPoint, Publisher and Outlook	✓		A/I
Minimum of 5 years' relevant management experience	✓		A/I/R
Experience of providing an effective customer service delivery with excellent interpersonal skills	✓		A/I/R
Ability to gather enough information to understand specific issues and/or events	✓		I/R
Ability to always apply and maintain confidentiality and have a pleasant and polite manner both when dealing face to face and on the telephone	✓		A/I/R
Excellent 'Active' listening skills and the ability to probe callers / visitors to ascertain key information and record it accurately for the attention and/or investigation by other staff	✓		I/R
Excellent written and spoken English and the ability to produce clear and concise notes and reports	✓		A/I/R
Ability to work within a team and independently using their own initiative to organise workload to meet tight deadlines	✓		A/I/R
A methodical approach with careful attention to detail	✓		A/I/R
The ability to prioritise and produce results under pressure	✓		A/I/R



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Knowledge, Skills and Experience:	Essential	Desirable	Assessment Method
Knowledge of the Global Maritime Distress and Safety System (GMDSS) or the ability to undergo training within the appropriate timeframe		✓	A/I/R
An interest in Emergency Services		✓	I
Good geographic knowledge of Stanley and the Falkland Islands and competent in map reading		✓	A/I
Knowledge of the Emergency Services Directorate and structure, including its computer systems		✓	I
An ability to speak a relevant second language such as Spanish etc		✓	I
Personal Attributes:	Essential	Desirable	Assessment Method
Well organised and self-motivated person	✓		A/I/R
Honest and Reliable	✓		I/R
Works effectively as a team member as well as independently	✓		I/R
Takes personal responsibility for own actions and focused on achieving results to required standards as well as developing skills and knowledge.	✓		A/I/R
Able to deal and cope with stressful/challenging situations whilst remaining calm	✓		I/R
Understands and is sensitive to social, cultural and racial differences	✓		I/R
Maintain a high standard of discipline, attendance and appearance in uniform as well as always maintaining work clothing and equipment to high standard.	✓		I

Method of assessment:

A - Application Form

I - Selection Interview

R – Reference