



Resource Controller FAQ Guide

What will I do in the role?

As a Resource Controller you play an instrumental role in our response to emergencies. You'll be dealing with many incidents which you will need to prioritise. Make decisions as to what resources are needed and communicate to officers and deploy them to attend routine incidents or deal with real life emergencies.

You will risk assess the information given to you using THRIVE (threat, harm, risk, investigation, vulnerability, and engagement) and risk in line with updated intelligence. You will then determine what Police response is required and if it is, how quickly we will respond.

You will be able to quickly understand large amounts of information from a variety of sources, including radio transmissions, telephone calls, and databases and task and direct resources effectively and efficiently. You will also reassess information as a situation develops, confidentially managing any changes to ensure the correct result.

You will be confident in your decision making and at times must challenge situations to ensure the correct response.

[View our Resource Controller role profile](#)

What will I earn?

Salary is paid pro rata according to the number of hours worked. The salary for full time hours (37 hours per week) is between £23,766 - £26,016 per annum plus shift allowance. Please note shift allowance is subject to change based on hours and weekends worked, the amounts below are not definitive however give an idea of the potential uplift available.

We offer a key time shift in addition to full-time covering:

On a 25.73 hours per week contract you would earn £16,526 - £18,091 basic annually (equating to a potential £22,107 - £22,400 with shift and weekend allowances)

Benefits of #TeamNP

In return for your dedication and experience, we offer up to 28 days' leave pro rata, excluding bank holidays. We support our people inside and out of work – offering a very competitive pension scheme, childcare vouchers, and discounts on shopping and eating out thanks to the Blue Light Card. And to take care of your physical and mental well-being, we've invested in extensive paid sick leave, trained mental health first aiders on-site, an employee advice service and access to gyms in some stations.



What hours will I be working?

Whilst in your initial classroom training phase you will work Monday-Friday 8am to 4pm. This will be for a period of 6 weeks, based at Ponteland.

You will then be deployed into your shift for your mentoring phase this will cover a 4-week period.

Please note no annual leave will be agreed during your training period.

Following completion of your training you will then move into your shift pattern (rota will be confirmed at final offer stage) at your assigned Communications Centre location (Northern CC is based at Ponteland, Southern CC is based at South Shields).

[25.73 hours shift pattern](#)

The role includes bank holiday/ shift working that is payable at an increased rate. The pattern may vary during your training and mentoring period.

What will my training look like?

Initial Classroom Training – 8 weeks

Whilst in your initial classroom training phase you will work Monday-Friday 8am to 4pm. This will be for a period of 8 weeks, based at Ponteland.

During this period, you will start by learning about the organisation and our Communications centre. Following this initial introduction, you will then move onto learn more about legislation, our systems and practical/ analytical skills which will support you in your role. Alongside classroom-based theoretical learning you will also undertake practical exercises such as roleplays.

Mentoring Phase (CHAMPS phase) – 4 - 6 weeks

You will then be deployed into your mentoring (CHAMPS) phase in which you will be paired with an experienced Resource Controller in a live environment separate from the main communication floor. You will be fully supported throughout this period to take live calls and put your new knowledge into practice.

Please note no annual leave will be agreed during your training period.

What support is available?

At times you will deal with vulnerable and distressed people and take reports of traumatic events. You will initially have support from your supervisor or shift welfare representative as well as a good support network with your colleagues.

We also refer staff to TRiM (Trauma Risk Management) practitioners for additional support after dealing with a traumatic incident. The organisation has a dedicated welfare team who are available for all staff to contact should they wish to contact them. In addition, Northumbria also have a wellbeing hub that you can join. Support is also available from an external counselling service.



Commitment to post

Due to the investment in training and development required to perform this role, you are required to commit to a minimum period of 24 months in post. During this timeframe you will not be eligible to apply for any other vacancies advertised by Northumbria Police either internally or externally.

During your commitment an individual development plan is delivered to support your career development, you will have regular meetings with supervision to support this.

After your commitment period you are supported to; remain in your current post or start your recruitment journey for alternative Police Staff or Police Officer roles.

Application Timeline

Register your interest and attend an engagement event

Our virtual engagement events will give you an insight into what it's like to work the dynamic, exciting world of Operational Communications for Northumbria Police. Speak to current resource controllers and our recruitment team to find out everything you need to know ahead of submitting an application. The engagement events are held on different dates/times to ensure accessibility for all.

Application form

Our competency-based application form will test how your current/prior work experience, education and life experience has prepared you for the role of a Resource Controller with #TeamNP. Make sure you do your research about what makes us tick here at Northumbria and the values and behaviours that contribute to making a successful Resource Controller.

- Relate your answer to the criteria in the advert, FAQ document and job description.
- Support your comments by using appropriate evidence and examples.
- Remember to include skills and achievements relevant to the role gained at home and elsewhere, as well as work experience. This may include details of holiday/ weekend jobs or voluntary/ unpaid work you have undertaken.
- Give examples of things YOU have done, teamwork is important, but we are assessing YOU, not your company or team!
- Check over your answers before submitting.

This is an opportunity to sell yourself!

Interview

This is where we put your education, prior work experience and life experience to the test. It is also your opportunity to demonstrate what you would bring to the role and how you could make a difference if you were successful.



Conditional Offer & Pre-employment checks

Once you have passed all of the above stages, you will receive a conditional offer of employment, we will then guide you through the relevant pre-employment checks. This will include a medical questionnaire, vetting checks and references. Our dedicated recruitment team will discuss and guide you through these checks in more detail.

Final offer and start date

Once all relevant pre-employment checks are completed, we will discuss the start dates. Northumbria Police has planned start dates in May 2022. At this stage we will also re-confirm your rota and Communications Centre location.

Candidate Eligibility

Can I apply if I have had a past caution or conviction?

Cautions or convictions will not necessarily preclude you from appointment. It will depend on the nature and the circumstances of the offence.

Applicants who fail to declare a relevant matter, including any conviction, caution and judicial or other formal disposal, whether spent or not, will be rejected on the grounds of integrity.

It is not appropriate to identify a prescriptive list of convictions and cautions that should lead to rejection of an application. Each case will be considered on its own individual merits in relation to the role being undertaken within our standard vetting procedures.

If someone in my family has a conviction can I apply?

Yes, this will be looked at by vetting during the pre-employment stage of the recruitment process and we cannot give individual advice at this stage.

Does having debt stop me from applying?

No, the vetting unit emphasises that the debt must have been managed well.

We are unable to advise on case-by-case financial circumstance, this will be considered at vetting during the pre-employment check stage of the recruitment process.

Most applicants have debts, such as mortgages, undischarged student or other loans, and credit/store card debts. Whilst this is generally accepted, 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. The emphasis is on sensible management of debt.

If you have a discharged County Court Judgement you may be considered. However, we will not accept an application if you have an existing County Court Judgement outstanding against you.

If you have been registered as bankrupt and your bankruptcy debts have been discharged, you will be considered after three years from discharge of the debt. However, we will not accept you



if you have been registered bankrupt and your bankruptcy debts have not been discharged.

If you are the subject of a current Individual Voluntary Arrangement (IVA), you may be considered.

Other considerations

For any residency queries, including extended travel outside of the UK, please refer to 6.4 in the following guidance: <http://library.college.police.uk/docs/appref/Vetting-APPpdf.pdf>