

**CONTACT
MANAGEMENT**

Recruitment Process

Submit Application

Read the question fully and provide specific examples to support what you are saying

Eligibility Checks

Once you have submitted your application form we shall ensure you are eligible to apply. This includes checking you are over the age of 18 and have proven UK residency

Shortlisting

The shortlisting panel will assess if you have the aptitude/ability for the position

Assessment

During the hour long operator test you will complete an audio typing test to ensure you can type at least 28 words per minute, an extracting information test and an inputting information test

Interview

You will begin by sitting with an experienced operator. You will then be given the questions you are going to be asked 15 minutes before the actual interview, followed by a face to face interview process.

Provisional Offer

You will receive a provisional offer subject to pre-employment checks including satisfactory references, full vetting clearance and medical clearance. You will then be put into a recruitment pool until the next available intake (you may be in this pool for a couple of months depending on availability)

Formal Offer

Once all your clearances have been received we shall assign you to an intake and provide you with your formal offer and contract

The recruitment team will be on hand to guide you through the process so feel free to contact them on recruitmentstaffCM@thamesvalley.pnn.police.uk or call on 08452666677