



## FREEDOM OF INFORMATION REQUEST



**Request Number:** FOI-2018-01039

**Keyword:** Human Resources

**Subject:** Support Staff Positions

### Request and Answer:

Your request for information has now been considered. In respect of Section 1(1)(a) of the Act I can confirm that the Police Service of Northern Ireland does hold information to which your request relates. The decision has been taken to disclose the following.

#### Request 1

1. Can you please provide the total number of applicants for the following positions;
  - A. Dispatcher
  - B. Call Handler
  - C. Administrative Support Officer

#### Answer 1

- The total number of applicants for the following positions was;
- A. Dispatcher 779
  - B. Call Handler 718
  - C. Administrative Support Officer 2596

#### Request 2

2. Can you please provide the number of candidates who have passed shortlisting for;
  - A. Dispatcher
  - B. Call Handler
  - C. Administrative Support Officer

#### Answer 2

- The total number of candidates who passed shortlisting was;
- A. Dispatcher 677
  - B. Call Handler 507
  - C. Administrative Support Officer 145 shortlisted following testing.

#### Request 3

- Can you please, if possible, indicate the number posts expected to be filled from the following campaigns;
- A. Dispatcher
  - B. Call Handler
  - C. Administrative Support Officer

**Answer 3**

The number of posts expected to be filled from the following campaigns was;

- A. Dispatcher 17
- B. Call Handler 23
- C. Administrative Support Officer 38

The above figures are a projection and may be subject to variation +/- in response to organisational need.

**Request 4**

Will reserve lists be formed from the above campaigns?

**Answer 4**

Merit lists for all Police Service of Northern Ireland remain “live” for a period of 12 months and can be used to fill future vacancies as and when they arise.

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Freedom of Information Team, please quote the reference number listed at the beginning of this letter.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing [foi@psni.pnn.police.uk](mailto:foi@psni.pnn.police.uk).

If following an internal review, carried out by an independent decision maker, you were to remain dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner’s Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ [www.psni.police.uk](http://www.psni.police.uk)

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.