



Furcation Recruitment

Role: Dispatcher / Operations Support

Type: VOLUNTARY

Reports to: Head of Security

Summary / Overview

Welfare dispatchers are responsible for the day to day operation of the welfare teams computer-aided dispatch (CAD) and Incident Management systems. Reporting to the Head/Deputy Heads of Security, dispatchers co-ordinate the deployment of all welfare resources, liaising with staff and providing a front desk customer service for attendees and staff presenting to the welfare office.

Key Tasks & Responsibilities:

- Accurately recording calls and maintaining incident logs on the CAD System
- Effectively prioritise deployment of First Aid / Security resources in line with department dispatching procedures.
- Communicate with operational staff via radio, telephone and instant messaging systems, as applicable.
- Assign and mobilise staff to emergency, urgent and routine incidents and duties, maintaining the most appropriate response to any incident.
- Work from the Welfare “front desk” to provide information/support services to attendees and other staff members that present to the Welfare Office.
- Upholding the Values and Standards of the Convention.

Core Skills:

- Radio Communications experience
- IT literacy - Able to learn and use a number of software systems following training and support..
- Strong communication and Time Management skills.
- Proactive problem-solving and conflict resolution.
- Incident/Crisis Management.
- Mentorship and/or Coaching of others.
- Prior to application, all applicants should have attended at least one furcation event (or other similar conventions)

How to Apply

Visit support.furcation.org.uk, Click “Open a new Ticket”, Submit a Ticket with the Help Topic of “Recruitment” with “Welfare Dispatcher” in the ‘Role you are applying for’ field.

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