



22 June 2022

Email:

Dear

**FREEDOM OF INFORMATION REQUEST**

**Request No:** AD-IG-01(2)-3017-22

**Subject:** Control Officer - Recruitment

**Request:**                   **Date Received:**                   21/05/2022  
                                  **Date of Monitoring:**               24/05/2022  
                                  **Date of Response:**               22/06/2022

Thank you for your request for information received on 21 May 2022 which was dealt with under the terms of the Freedom of Information Act 2000. The Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested in relation to the below question and would respond as follow.

**Question 1**

When do you next expect to recruit for emergency ambulance control officers?

**Answer 1**

No planned recruitment for the next 12 months due to current active waiting list.

**Question 2**

What qualifications are required for such posts?

**Answer 2**

See attached Job description.

**Question 3**

What shift patterns do control officers work?

**Answer 3**

A range of shifts covering the 24 hour period to include weekends, night etc. All staff being employed into the Control Officer role are expected to be able to work all range of shifts. A new starter Control Officer will start within the relief tier.

**Question 4**

How is it decided which desk control officers work on each shift?

**Answer 4**

All Control Officers are expected to cover all desks on a rotational basis, the aim is for this to be evenly distributed over each area.



I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

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 Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you 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 Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

**Website:** [ni@ico.org.uk](mailto:ni@ico.org.uk)

**Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF

**Telephone:** 028 9027 8757 or 0303 123 1114 (Belfast based Office)

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 NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>.

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

Yours sincerely

*(not signed – issued by email)*

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**Information Governance  
Department**

