

RUGBY BOROUGH COUNCIL JOB PROFILE

Post No.	30745 - 30758
Post Title:	Control Centre Operator
Unit/Team:	Sheltered Housing Team
Grade:	Grade C
Service:	Communities and Homes
Reports to:	Control Centre Supervisor
Issue Date:	April 2023

PURPOSE OF THE JOB:

To enable customers of the council's lifeline service to live independently.

To promote the lifeline service to prospective new customers.

To take out of hours calls for a variety of Council services.

To promote health and wellbeing with customers to help facilitate independent living.

Respond to out-of-hours calls for council services and take appropriate action.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 To provide a dedicated, sensitive and responsive service to all customers who are connected or approach the Control Centre.
- 1.2 To respond to calls connected to the Control Centre and take the appropriate action to resolve them in line with policy and procedure, for example attending on site.
- 1.3 To respond to out of hours calls.
- 1.4 To activate the Emergency Plan should the need arise.
- 1.5 To work together as part of a team, ensuring continuity of the service, to provide a 24 hour service every day of the year, by operating a shift system. Also to provide short notice, emergency cover in the event of unforeseen absences of colleagues.
- 1.6 To maintain up- to-date and accurate records of all residents, calls, incidents and equipment connected with the Control Centre, demonstrating in all cases that policy and procedures were followed and describing the final outcome.

- 1.7 To promote, install, programme, test and maintain the equipment connected to the Control Centre. To diagnose and report any faults and take appropriate action.
- 1.8 To assist and communicate with all stakeholders, including the Police and health professionals, etc.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 To be proactive in safeguarding children and vulnerable adults. Where there are safeguarding concerns then the post holder needs to report these in line with the council's safeguarding procedures which can be found in the Child Protection Policy and Vulnerable Adults Policy. The post holder will be required to complete regular safeguarding training.
- 2.2 To promote and contribute to the future development of the Control Centre and services provided.
- 2.3 To carry out established procedures in connection with fire alarms/bomb alerts and emergencies. To effectively respond to incidents of fire alarms being activated in accordance with Council policy and procedure.
- 2.4 To issue keys to authorised persons in accordance with Council's policy and procedures.
- 2.5 To provide assistance to any of the Council's staff as requested in relation to their duties and in the event of emergencies.
- 2.6 Undertake and arrange for appropriate relief cover in the event of absence of other Control Centre operators as required.
- 2.7 To be aware of Health and Safety legislation and, so far as is reasonably practical, ensuring compliance with the Health and Safety at Work Act, the Council's Safety Policy and the departmental safety policy.
- 2.8 To carry out such other related duties that may from time to time be required.

3. SUPERVISORY RESPONSIBILITIES

None.

4. FINANCIAL RESPONSIBILITIES

Take payments in line with policy and procedure as and when necessary.

5. RESPONSIBILITY FOR ASSETS AND DATA

Responsible for all assets and data used within the role.

6. EXTENT OF PUBLIC CONTACT

- Customers connected to the control centre
- Members of the public
- Stakeholders

7. WORKING CONDITIONS AND ENVIRONMENT

Work in line with the Control Centre Operators' shift rota.

To provide cover for sickness, seasonal holidays, and bank holidays when required at short notice.

To attend regular team meetings and training events as and when required.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity
Health and Safety
Risk Management
Anti-Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policies are available on the staff intranet or from your manager and you should familiarise yourself with these.

All employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION



Post: Control Centre Operator

For effective performance of the duties of the post the post holder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Ability to maintain confidentiality and compliance with Human Rights and Data Protection legislation.	E	A,I
Ability to effectively communicate with residents, the public, staff and other organisations both verbally and in writing.	E	A,I
Ability to work independently and as part of a team, prioritising own workload and meeting deadlines.	E	A,I
Ability to able to carry out day-to-day administrative tasks.	E	A,I
Ability to deal with pressurised situations in a controlled and effective manner.	E	A,I
Ability to make concise written reports in a timely and accurate manner.	E	A,I
Ability to demonstrate tact and sensitivity.	E	I
Ability to follow laid down policies and procedures.	E	A,I,R
Ability to work in a team and understanding of the needs of teamwork.	E	A,I,R
Relevant experience in a customer focused environment.	E	A,I,R
Full current driving licence and access to a vehicle	E	A,D
Willingness to work a shift pattern, including Bank Holidays and weekends	E	A,I
Proficient IT skills	E	A,I

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D