

# RUGBY BOROUGH COUNCIL

## JOB PROFILE

<b>Post No.</b>	30740 - 30741
<b>Post Title:</b>	Control Centre Supervisor
<b>Unit/Team:</b>	Control Centre
<b>Grade:</b>	Grade E
<b>Service:</b>	Communities and Homes
<b>Reports to:</b>	Housing Services Manager
<b>Issue Date:</b>	March 2023

### PURPOSE OF THE JOB:

Provide day to day management of the Control Centre Team to include participating in on call arrangements as required and the supervision of night staff.

Monitor and effectively manage the services delivered by the Control Centre Team.

Support the Independent Living Co-ordinators in service delivery to our independent living residents.

To contribute as a member of a multi-functional team of housing staff in the provision of a quality customer orientated service.

Contribute to the delivery of a comprehensive housing service in accordance with policy and procedures.

Work on own initiative under the general direction of the line manager.

To promote the lifeline service externally in order to generate additional revenue.

### 1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 Responsible for supervising a team of control centre operators, covering the control centre service. To develop, supervise and directly manage control centre operators in line with policy and procedures.
- 1.2 To conduct regular 121's with all staff members, and hold regular team meetings

- 1.3 Develop, implement and maintain a staff and on call rota system. Ensure that all staffing / manager rotas are covered and cover for all shifts is maintained.
- 1.4 Ensure there are adequate resources available to operate services including staffing and stock, whilst ensuring all resource is what the service requires
- 1.5 Assist in developing local policy and procedures, whilst ensuring all service and corporate policies and procedures are followed and records are up to date.
- 1.6 Ensure that adequate stocks of equipment are held at the Control Centre and all stock control records are maintained, and that the hardware meets the needs of the service users.
- 1.7 Monitor and review the Council's maintenance contracts for the Control Centre systems. Report and authorise maintenance requests to the Council's contractor as necessary.
- 1.8 Ensure that the Council's back-up and disaster recovery arrangements are appropriate and regularly tested.
- 1.9 To work with all stakeholders to ensure the organisations and customers' needs are met.
- 1.10 To ensure accurate and detailed records of customers information and incidents are recorded on designated forms and systems.

## **2.0 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 Undertake and review risk assessments for the Control Centre and Control Centre Services Monitor Health & Safety requirements for the Control Centre staff and so far as is reasonably practical.
- 2.3 To attend regular team meetings and training events as and when required.
- 2.4 To promote and contribute to the future development of the Control Centre and services provided.
- 2.5 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.
- 2.6 To provide assistance to any of the Council's staff as requested in relation to their duties and in the event of emergencies.
- 2.7 Undertake and arrange for appropriate relief cover in the event of absence of other Control Centre operators as required.
- 2.8 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.
- 2.9 To carry out such other duties that may from time to time be required, or as directed by the line manager / head of service.

### **3. SUPERVISORY RESPONSIBILITIES**

- 3.1 Management and supervision of Control Centre Staff

### **4. FINANCIAL RESPONSIBILITIES**

- 4.1 Responsible for signing timesheets and mileage claims.
- 4.2 Ordering stock within budget

### **5. RESPONSIBILITY FOR ASSETS AND DATA**

- 5.1 Responsible for all assets and data used within the role and maintaining stock levels and checking of goods on delivery.

### **6. EXTENT OF PUBLIC CONTACT**

- 6.1 Customers contacting the control centre.
- 6.2 Members of the public
- 6.3 Stakeholders
- 6.4 External organisations

### **7. WORKING CONDITIONS AND ENVIRONMENT**

- 7.1 37 hours per week, mainly office based but with the ability to work from home in rotation with the other Control Centre Supervisor.
- 7.2 To provide emergency cover for sickness.
- 7.3 To attend the Control Centre out of hours when an emergency situation requires the attendance of a supervisor.
- 7.4 Ensure adequate supervision of night staff which may necessitate occasional night shifts or early morning start/late evening finish.
- 7.5 Participate in the Housing Services on call rota.

### **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
Relevant experience in Housing or Control Centre / Lifeline service	E	A,I
Knowledge of Data Protection and confidentiality issues	E	A,I
Strong IT skills and an awareness of how IT can be used to improve efficiency and quality.	E	A,I
Ability to adapt to change	E	A,I
Ability to work on your own initiative and meet deadlines.	E	A,I
Ability to write clear reports and letters	E	A,I
Ability to work well in a team and understanding of the needs of teamwork.	E	A,I,R
Comfortable with basic statistical work	E	A,I
Possess a Full Driving Licence	E	A,I,D
Ability to deal with pressurised situations in a controlled and effective manner	E	A, I
Experience of dealing with the public both face to face and by telephone.	E	A, I
A commitment to work within our CAN DO values	E	A, I
Previous staff supervisory experience	D	A,I,R

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