

Job Profile comprising Job Description and Person Specification

Job Description

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|---|---|
| Job Title: Control Officer | Grade: Scale 6 |
| Section: Estate Services | Directorate: Housing and regeneration |
| Responsible to following manager: Control room Senior | Responsible for following staff: N/A |
| Post Number/s: POS000257 | Last review date: |

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To work as part of a team in a 24-hour emergency control room covering the Boroughs of Richmond and Wandsworth. To be responsible for receiving and processing calls from the public, contractors, outside agencies and partners. To monitor two-way radio, CCTV, personal alarm systems and to respond in line with codes of conduct.

Specific Duties and Responsibilities

1. To deal appropriately and sympathetically with telephone calls from residents, clients and other agencies relating to a wide range of Council services (including but not limited to reports of missing children, or issues with highways).
2. To be the first point of contact with members of the public in the event of all out of hours issues, general enquiries and emergencies (including but not limited to calls for Duty Social Workers for Adults and Childrens Services and reporting of dangerous structures).
3. To work calmly and methodically at times of peak demand for services, whether caused by one or more incidents, a major or civil emergency or extreme weather conditions.
4. To resolve issues where no established procedure exists, using experience, knowledge and initiative. Also to make decisions independently without close supervision.
5. To deal patiently and sympathetically with members of the public, who may be distressed or traumatised and with individuals with specific needs including the physically or mentally vulnerable, the elderly or persons with speech or hearing disabilities and members of ethnic groups whose first language may not be English.

The following 4 points are all IT related and can be combined in one point.

6. To action calls or pass them on to the relevant section, and to record the enquiries and actions on the relevant IT systems and databases.
7. To supply information to residents and others by interrogating the Control Room IT systems, databases and manual records.
8. To update the IT systems on a regular basis, report faults and recommend enhancements to management.
9. To ensure all necessary data and information is accurately input on the relevant IT systems, contains sufficient detail to support statistical collation requirements, and supports legal and local requirements
10. To provide a comprehensive emergency service to the Wandsworth Council's tenants and leaseholders and various co-ops, TMOs or Registered Social Landlords. To also provide an appropriate emergency service to all Richmond and Wandsworth Councils' non-housing premises, offices, children's homes, residential nursing homes, libraries and leisure centres etc.

11. To deal with any request from other Councils or school premises covered by an existing agreement or contract.
12. To direct Estate Services Officers, Parks Police or Premises Officers to site, calling out contractors, emergency services or utility companies as necessary. To raise orders and keep complete records, updating a variety of databases as required.
13. To monitor radio channels and respond to calls from Parks Police, Estate Services Officers, and other designated partners. Also, to closely monitor, prioritise and respond to urgent calls for assistance.
14. To work as part of a team, but also at times to work alone without close supervision for long periods.
15. To provide training to new users of the radio system to enable correct and efficient use of the system by observation of the correct procedure.

Telecare Alarm Call Handling

- To promptly respond to and resolve all calls received by the centre, ensuring best practice is followed. Also ensuring that appropriate agencies and partners are involved and that suitable action or advice is provided for.
- To ensure that all IT systems used are fault checked regularly and any Telecare alarms or peripheral equipment used are programmed correctly, and related paperwork completed.

CCTV & Emergency Control

- To monitor CCTV and follow defined standards of protocol regarding the security of related data. Also, to be aware of current legislation and guidance regarding the use of CCTV in public places, and the storage of related data.
- To liaise with police and other agencies to facilitate information sharing. This will include both live interaction and historical requests for information to support crime prevention and detection.
- To respond to all other non-alarm calls into the Control Room, whilst applying the protocols covering the range of services covered across both boroughs.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Team structure

For the current structure please go to The Loop.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

| Person Specification Requirements | | | Assessed by A/I/T/C (see below for explanation) |
|--|------------------|------------------|---|
| Knowledge | Essential | Desirable | Assessed |
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| Experience | Essential | Desirable | Assessed |
| Experience in a front-line service communicating directly with members of the public, clients or residents | X | | |
| Experience of using basic IT packages | | X | |
| Must be able to work the shift pattern required and to be flexible regarding working hours | X | | |
| Skills | Essential | Desirable | Assessed |

| | | | |
|---|------------------|------------------|-----------------|
| To be personable, sympathetic and able to deal confidently with clients who may be distressed | | X | |
| Good communication skills (verbal and written) | X | | |
| Ability to work as part of a team | | X | |
| Must be well organised and adaptable, responding to quickly changing priorities. | X | | |
| Qualifications | Essential | Desirable | Assessed |
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A – Application form / CV

I – Interview

T – Test

C - Certificate