

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Control Officer	Grade: SO2
Section: Estate Services	Directorate: Housing and Regeneration
Responsible to following manager: Control Room Supervisor	Responsible for following staff: N/A
Post Number/s:	Last review date: May 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.



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. Answer calls from residents, clients, and other agencies about various Council services, including missing children and highway issues. Handle emergency emails from the public, Council departments, Police, and other agencies. Greet and assist visitors at the Joint Control Centre.
2. Be the primary point of contact for out-of-hours issues and emergencies, ensuring swift and effective resolution of critical situations, including coordinating responses for multiple conflicting service areas and the ability to react quickly to swiftly changing demands and priorities. Conduct thorough homeless assessments and eligibility for emergency accommodation to uphold statutory requirements under the Housing Act 1996 Section 188 and ensure compliance with legal obligations. Manage the booking process for emergency housing and oversee financial accountability through the invoicing process.
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 take ownership of resolving complex and unprecedented issues where established procedures are absent, employing high level of expertise, analytical thinking, and significant creative problem-solving abilities. Apply knowledge of multiple disciplines to assess situations critically, devise innovative solutions, and adapt strategies to meet diverse challenges. Exercise sound judgment and autonomy to make decisions independently, demonstrating confidence and proficiency in handling high-pressure scenarios without close supervision based on training and practical experience.
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 those whose first language may not be English.

6. Accurately input all necessary data and information into the relevant IT systems, ensuring it contains sufficient detail to support statistical collation requirements and complies with legal and local standards. Report any faults and recommend IT enhancements to management.
7. Deliver a comprehensive emergency service tailored to the diverse needs of Wandsworth Council's tenants, leaseholders, and affiliated organisations, including CO-OPs, TMOs, and Registered Social Landlords. Also respond effectively to emergency situations across Richmond and Wandsworth Councils' non-housing premises, such as offices, libraries, and leisure centres implementing solutions that prioritise safety, efficiency, and compliance with council standards.
8. Evaluate and determine the activation of a major emergency, recognising the critical implications and grievous consequences for public safety, service provision, resource mobilisation, inter-agency and pan-London responses. Take decisive action to initiate the council's Emergency Response Plan, ensuring immediate and effective deployment of resources and ensuring the continuation of service delivery. Act as the primary point of alert for the Local Authority Liaison Officer (LALO) and Emergency Planning Officer (EPO). Implement METHANE cross-agency protocols to ensure accurate communication and coordination across emergency services, minimising delays and mitigating risks.

Collaborate proactively with the Borough Emergency Control Centre (BECC) and the London Local Authority Control Centre (LLACC) during London-wide Gold emergencies.

Participate in joint BECC exercises. Assess the outcomes and effects of decisions made during crisis management, ensuring accountability and continuous improvement to strengthen future emergency responses.

9. To securely hold and release keys held in the JCC for domestic properties through Telecare. To direct ESO's, contractors and emergency services to obtain keys when needed. To meet tenants to check status and return keys for properties. To control keys to the Town Hall and other associated council buildings. To activate and direct keyholding staff for properties covered by Gemini alarm systems.
10. Coordinate and direct Estate Services Officers, Parks Police, Premises Officers and others to respond effectively to significant on-site incidents, instruct and guide during complex or contentious issues, often moving staff geographically and adjusting working time to ensure tasks are carried out efficiently and to a high standard. Establish and maintain strong collaborative working relationships with contractors, emergency services, and utility companies, facilitating seamless cooperation during critical situations with sufficient skill to minimise disruption

to service delivery whilst applying operational guidelines and reducing impacts on future service. Oversee the process of raising orders, ensuring accuracy and timely follow-up. Promote a supportive and communicative environment among team members and external partners, fostering a culture of professionalism and accountability.

11. 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.
 - a. To direct Metropolitan Police personnel and blue light agencies using Police radio channels and activate CCTV in live time. To follow, advise and direct Police personnel and resources during unfolding criminal events. To provide technical support for Police in the viewing room.
12. To work as part of a team, but also to work alone without close supervision taking full responsibility for decisive, well-informed choices to address unforeseen issues. Proactively assess risks and implement appropriate and creative solutions to achieve successful outcomes.
13. 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.
14. Provide thorough and rigorous training to new staff in all aspects of the role in the JCC to ensure staff can operate alone or with limited supervision during times of major emergency. Full training in bespoke IT packages used in JCC.

Telecare Alarm Call Handling

15. 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.
16. To authorise access to personnel in secure or sensitive areas remotely, such as Richmond-based sheltered housing properties.
17. 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

18. 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.
19. 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.
20. To identify, capture and save evidential quality CCTV for police investigations. Provide access to evidence materials from the CCTV systems to the Police and other authorised agencies via email or in person, including providing evidence statements to the Police, and if required, to the Courts. Attend court as a witness as necessary.
21. 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, handling complaints 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

The service operates over 24 hours on a shift basis (including early late and night shifts).

Team structure

Control Officer
Senior Control Officer
Deputy Control Room Manager
Control Room Manager

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
Experience	Essential	Desirable	Assessed
Experience in a front-line service communicating directly with members of the public, clients or residents	Y		A / I
Experience of using basic IT packages	Y		T
Must be able to work the shift pattern required and to be flexible regarding working hours	Y		I

Skills	Essential	Desirable	Assessed
To be personable, sympathetic and able to deal confidently with clients who may be distressed	Y		I / T
Good communication skills (verbal and written)	Y		I / T
Ability to work as part of a team	Y		A / I
Ability to work without close supervision and to be able to make decisions independently	Y		A / I
Must be well organised and adaptable, responding to quickly changing priorities	Y		I
Qualifications	Essential	Desirable	Assessed

A – Application form / CV

I – Interview

T – Test

C - Certificate