

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Control Officer & Responder	Grade: SO1
Section: Joint Control Centre	Directorate: Housing and Regeneration
Responsible to following manager: Senior Control Officer	Responsible for following staff: N/A
Post Number/s:	Last review date: October 2017

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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.
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

16. To promptly respond to and process all calls received by the centre, ensuring best practice is followed. Also ensuring that appropriate agencies and partners are involved, and that suitable action is taken, or guidance offered.
17. To ensure all IT systems and equipment used for monitoring is fault checked regularly, and all IT systems are updated with client details when appropriate; and to ensure all Telecare alarms and peripherals equipment used in emergency installations are programmed correctly.
18. CCTV & Emergency Control
19. 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.
20. 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.
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.
22. To utilise the emergency control system to support, co-ordinate and direct staff and relevant agencies when dealing with incidents.

Responder Duties

23. To attend site as necessary either in relation to a call to the alarm service, or in the case of any other emergency. Also, to ensure the Control Room always remains covered.

24. To manage an emergency incident from a client's home which will involve contact with Emergency services, family members and other agencies. Will occasionally require use of specialised lifting equipment.

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Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- 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 the SSA's policies, 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 role within the council.
- 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

For the current structure please go to The Loop.

When advertising externally please add the current team structure here and remove the sentence above.

Person Specification

Job Title: Control Officer / Responder	Grade: SO1
Section: Estate Services	Directorate: Housing and Regeneration
Responsible to: Senior Control Officer	Responsible for: N/A
Post Number/s:	Last Review Date: October 2017

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA 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 of working in a front-line service communicating directly with members of the public, clients or residents			
Experience of using basic IT packages			T
Must be able to work the shift pattern required and to be flexible regarding working hours			
Skills	Essential	Desirable	Assessed

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

A – Application form / CV

I – Interview

T – Test

C - Certificate