**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  **Control Officer** | **Grade**:  SC 6 |
| **Section:**  Housing | **Directorate:**  **Housing and Community services** |
| **Responsible to following manager:**  **Estate Services Manager** | **Responsible for following staff:**  **Nil** |
| **Post Number/s:**  **H3306/H3308** | **Last review date:**  **13.7.2016** |

**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**

Working as part of a small team at Wandsworth Emergency Control, responsible for receiving and processing calls from members of the public, contractors and outside agencies relating to all Council Services. Responsible to the Senior Control Officer or in his/her absence to the Chief Estates Services Manager or deputy manager for the provision of a borough wide control and emergency service. Will deputise from time to time for the Senior Control Officer.

**Specific Duties and Responsibilities**

* To work to a flexible rota providing a 24-hour per day 365 days per year service. In the absence of the Senior Control Officer will arrange cover in cases of staff absence either by contacting colleagues to change shifts or liaising with the Chief Estate Services Manager or his/her deputy on overtime arrangements. Will be required to stay on duty pending provision of proper relief.
* Deal appropriately and sympathetically with telephone calls from residents and a wide range of public and private bodies relating to a wide range of the Council’s services. Receive all out of hours calls from the Council’s main switchboard and other dedicated lines providing specific services. Action calls or passes them on to the relevant section, recording enquiries and actions on the various computer databases. Supplies information to residents and others by interrogating computer systems, databases and manual records. Update systems on a regular basis, reports faults and recommends enhancements to the Senior Control Officer.

Provide a comprehensive emergency service to the Council’s tenants and leaseholders and various co-ops, TMOs or Registered Social Landlords. Will also provide an appropriate emergency service to all the Council’s non-housing premises, offices, children’s homes, residential nursing homes, libraries and leisure centres etc. Deal with any request from other Councils or school premises covered by an existing agreement or contract. Direct Estate Services Officers, Parks Police or Premises Officers to site, calling out contractors, emergency services or utility companies as necessary. Raises orders and keeps complete records, updating a variety of databases as required.

Act as the Council’s operator for the two radio frequencies. Constantly monitor both channels and respond to calls from Parks Police, Estate Services Officers, Emergency Wardens and other designated officers. Closely monitor, prioritises and respond to urgent calls for assistance. Provide training to new users of the radio system to enable correct and efficient use of the system by observation of the correct procedure.

In the absence of the Emergency Wardens answer the Emergency Alarm System and satisfactorily resolve calls from the elderly or frail clients connected to this service. This will involve careful assessment of information received from the client and information available from the computer screens. When necessary passes urgent calls to the Emergency Wardens

**Generic Duties and Responsibilities**

To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.

Liaise with a range of officers from various departments as well as with members of the emergency services on routine issues and in the event of an emergency.

Will be the first point of contact with members of the public in the event of all out of hours issues, general enquiries and emergencies. Works 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. Resolve issues where no established procedure exists using experience, knowledge and initiative. 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. Ensures that the Council's Equal Opportunities, Sex Discrimination and Race Discrimination Policies are implemented and adhered to at all times.

Take immediate and appropriate action to rectify or contain all reported hazards in public areas of the borough including council housing estates, roads and street furniture, footpaths, playgrounds, parks and open spaces. Deal with a range of civil emergencies including spillage of hazardous liquids, road traffic accidents and reports of dangerous structures. Record details of all action taken and passes these to the correct department along with details of further action required.

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Maintain and foster the close links with the Estate Services Officers, Emergency wardens and the Parks Police. Use one or all of these services to attend emergencies and incidents. Direct to site and co-ordinate actions, acting on information received to satisfactorily resolve the situation.

Respond to a variety of computerised alarm systems, lift monitoring, sewage and surface water pumping stations, lift, boiler house and premises systems. Where applicable interrogate, adjust and reset various systems including telephone call sequencer equipment. Required to have some technical knowledge to effect minor repairs to control room equipment if a failure occurs. Call out service engineers if applicable and promptly report all faults on equipment.

Will respond decisively in emergencies, using initiative to evaluate the scale of the problem and deploy resources as appropriate, calling the designated officers, contractors or emergency service in response. Inform the appropriate section within office hours or the appropriate senior officer for advice and direction out of hours. In major emergencies decide whether to activate the Council major emergency procedure. At all times act as the main communication point for the Council and to take a pivotal role within the Council's overall emergency strategy.

Ensure that the Council's procedures in relation to rechargeable work to leasehold and tenanted properties are observed in relation to emergency repair orders issued.

Liaise with the relevant section during office hours to ensure an effective response is maintained at all times. Maintain the necessary central records and systems to enable the Control Officers to function to the satisfaction of the Senior Control Officer.

In the event of an excessive amount of backlogged calls or major emergency obtain the assistance of the nearest available on duty Senior or Estate Service Officer to supplement the service.

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 Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Supply information to the relevant supervisors and managers where breaches of procedure or protocol have occurred during the shift.

Monitor the Council's CCTV system and related VCR equipment liaising with members of the area housing teams as appropriate. Liaise closely with the CCTV monitoring room and the police during incidents that require action, calling in the appropriate resources in response.

Act as the out of hours reception at Frogmore Depot controlling access, issuing stores and premises keys as required. Allow authorised access to the fuel pumps and arrange for break down services to attend to the Council’s vehicle fleet.

This job description is written in the form used for grading posts. It is not intended to be an exhaustive or final statement of the duties required of any particular post or postholder. Any proposal to change the job description will first be the subject of consultation with the postholder, who may seek the advice of a personnel officer or a staff representative.

To be fully aware of and understand the duties and responsibilities arising from the Childrens Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the Council. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.

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**Current team structure**

*1 x Senior Control Officer*

*9 x Control officer*

**Person Specification**

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| **Job Title:**  **Control officer** | **Grade**:  SC6 |
| **Section:**  **Housing** | **Directorate:**  Housing and Community |
| **Responsible to:**  **Estate Services Manager** | **Responsible for:** |
| **Post Number/s:**  **H3306/H3308** | **Last Review Date:**  **13/7/2016** |

**Our Values and Behaviours[[1]](#footnote-1)**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision
* taking a team approach that values collaboration and partnership working.

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| **Person Specification Requirements** | **Assessed by**  **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| Knowledge of implications of leaseholders on the provision of an emergency response service. | A + I |
| Knowledge of computer systems and other applications for inputting data | A + I |
| Knowledge of safeguarding children and equal opportunities legislation | **A + I** |
| **Experience** | |
| Dealing with members of the public , partners and outside agencies | A + I |
| Experience of working in a small team or alone | A + I |
| Experience of dealing with conflict | T |
| **Skills** | |
| Ability to prioritise workloads | A + I |
| To remain calm in stressful situations | T |
| To be patient and courteous when faced with hostility | T |
| **Qualifications** | |
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**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**

1. These values and behaviours will be developed further as the SSA becomes established. [↑](#footnote-ref-1)