

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Control Room Manager	Grade: PO6
Section: Careline/Watch, CCTV, Out of Hours	Directorate: HRD
Responsible to following manager: Estate Services Manager	Responsible for following staff: Deputy Control room Manager, 3x Senior Control Officer Responder, Senior Control Room Administrator, Telecare Manager
Post Number/s:	Last review date:

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.

Context for this specific role

This role provides professional leadership and direction to Control Room, playing a vital role in promoting quality, best practice and person-centred care in the service provision for Adults and Older People in the locality, and in conjunction with CCTV partnerships, working with the Police for community safety.

PURPOSE AND RESPONSIBILITIES

The Control Room Manager is responsible for the provision of 24-hour services which offer direct access to advice, information, a response to crisis situations, safety and security to vulnerable people. The postholder is also responsible for strategic and operational management of the CCTV services, ensuring the integrity and legal compliance of a secure multi-function control room, with strong links to partner organisations such as emergency services.

The post holder leads a multidisciplinary team and is responsible for ensuring that practice standards remain high and that services are delivered appropriately to adults, including those where statutory intervention is required. This role makes an essential contribution to the overall offer of social care over the 24-hour period, 7 days per week and to the safety of the community through the CCTV service. The two services are inter-related and the postholder must ensure that there is a cross-over of competencies in operational and technical service delivery.

1. To provide leadership, guidance, support and legislative advice to Control Room staff and partner staff as and when required, maintaining the highest level of professional service, and ensuring that significant shortfalls in resources are notified to the Assistant Director.
2. To ensure that vulnerable clients are safeguarded, and appropriate interventions are put in place to achieve this, and to effectively lead this part of the service to vulnerable service users and families by ensuring that the service offered is, safe, prompt, efficient and in accordance with the service users' needs.
3. To be responsible for strategic decision-making, operational management and liaison for public space CCTV and for CCTV within borough-owned or operated buildings and to provide a CCTV consultancy and advice service for external partners such as the emergency services. This role acts as the single point of reference for these matters.
4. To act as the 24-hour out-of-hours Manager for both the Careline/Watch and CCTV services and the borough's out-of-hours requirements, ensuring effective responses to all contacts outside normal office hours on behalf of the Council.
5. To provide supervision for staff within the Control Room Team, including identifying continuing professional development and training needs of all team members, whilst promoting a culture of integrated and technical complementary skills and experience.
6. To liaise with partner services and organisations such as Adults Emergency Duty Team, Richmond Housing Partnership, Hounslow & Richmond Community Healthcare Trust, to ensure service responsiveness and to maintain effective working relationships
7. To maintain a high standard of professional practice and competence, in keeping with partner agencies' standards, policies and guidance and the relevant codes of conduct and to contribute to the development of services, policies and procedures accordingly.
8. To play a key role in emergency and contingency planning across the Borough and in the implementation of those plans as necessary, with particular reference to the safety of individuals and the safety of the community.
9. To manage and financially control all team budgets, ensuring that they are regularly monitored and reported upon to achieve budgetary limits while following financial regulations and procedures.

- 10.To ensure the highest level of data quality for all information recorded, ensuring that the information is consistently timely, accurate and complete to ensure the service meets all statutory recording requirements
- 11.To be aware of and respond to new legislation and guidance for both social care and CCTV elements, developing appropriate responses and procedures to meet them and arrange training for staff as appropriate

These are the key responsibilities as currently defined. Although there is an attempt to list them in priority order, priorities are subject to change and post holders should not place permanent emphasis on the location of the task within this job description.

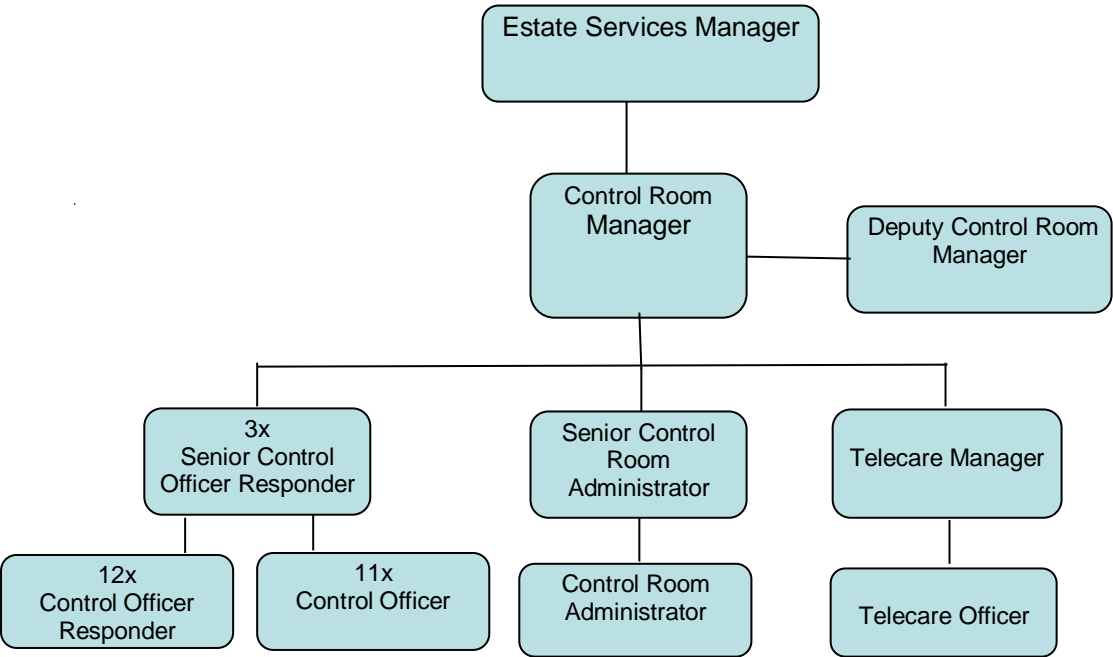
2. MANAGEMENT RESPONSIBILITIES

- 1. To implement all Council policies and procedures necessary to meet customer care needs and to reflect the Council’s vision and values.
- 2. To be responsible for control room staff, who carry out a range of responsibilities.

3. Additional Details

Specific details above are given to provide additional clarity on the responsibilities of this particular job, but does not count towards the evaluation. In addition key objectives, performance indicators and targets for the next 12 months are regularly set as part of the appraisal process.

4. ORGANISATION CHART



5. VALUES AND BEHAVIOUR

Values and Behaviours	Recruitment and Selection	
<p>Taking responsibility:</p> <ul style="list-style-type: none"> To make decisions rather than referring them up the line To be a role model for the Council's behaviours and lead by example <p>Finding better ways:</p> <ul style="list-style-type: none"> To encourage my team to bring in good practice from elsewhere in the council or outside To actively support any changes the Council is making and to help team members to see the positive aspects of change and what's in it for them <p>Focussing on our customers:</p> <ul style="list-style-type: none"> Basing service on own understanding of customers' needs and views <p>People make the difference:</p> <ul style="list-style-type: none"> To look for opportunities to work with colleagues and partners to deliver improved services 	<p>Essential (E)</p> <p>Essential (E)</p> <p>Essential (E)</p> <p>Essential (E)</p> <p>Essential (E)</p>	<p>Assessed by;</p> <p>Interview (I)</p> <p>Interview (I)</p> <p>Interview (I)</p> <p>Interview (I)</p> <p>Interview (I)</p>

6. EXPERIENCE, QUALIFICATION, TRAINING OR OTHER REQUIREMENTS

Experience	Recruitment and Selection	
Substantial experience of managing and motivating staff including performance management and staff development to deliver high quality results.	Essential (E)	Assessed by Application (A) & Interview (I)
Experience of allocating and prioritising incoming work effectively ensuring appropriate responses in accordance with Council policies and procedures.	Essential (E)	Interview (I)
Experience of identifying and managing risk, planning appropriate interventions, and an ability to advise and lead through this process.	Essential (E)	Application (A) & Interview (I)
Experience of managing and chairing meetings	Desirable (E)	Application (A)

Experience of achieving positive outcomes for service users and the community through multi-disciplinary and partnership working.	Essential (E)	Application (A) and Interview (I)
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Qualification/Training	Recruitment and Selection	
Substantial management experience within a multitasking team.	Essential (E)	Assessed by Application (A)
Substantial management of Public Space CCTV and control room operations.	Essential	Application (A)
Recognised qualification in CCTV Control Room Management	Essential	Application (A)

Other requirements	Recruitment and Selection	
A sound knowledge of relevant legislation, relevant policies and issues that affect the delivery of services and the ability to advise practitioners in their application.	Essential (E)	Assessed by: Application (A) & Interview
Ability to communicate clearly and effectively both orally and in writing, including use of financial and activity data, report writing, presenting, negotiating and the use of IT.	Essential (E)	Application (A) & Interview