

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Deputy Control Room Manager	Grade: PO4
Section: Estate Services	Directorate: Housing and Regeneration
Responsible to following manager: Control Room Manager	Responsible for following staff: 32.5 permanent staff and a pool of bank staff
Post Number/s:	Last review date: July 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

The Deputy Control Room Manager is responsible for supporting Control Room Manager in the provision of 24-hour services which offer direct access to advice, information, a response to crisis situations, safety and security to vulnerable people, an out of hours service for the boroughs of Richmond and Wandsworth and a coordination function for the boroughs emergency response. In the absence of the Control Room Manager the post holder is also responsible for strategic and operational management of the CCTV service, ensuring the integrity and legal compliance of a secure multi-function control room, with strong links to partner organisations such as emergency services.

Specific Duties and Responsibilities

The post holder will assist in leading a multidisciplinary team and will have responsibility for ensuring that practice standards remain high and that services are delivered appropriately to adults and vulnerable individuals, 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 post holder must ensure that there is a cross-over of competencies in operational and technical service delivery. The post holder will be required to mitigate substantial and varied risks on a regular basis relating to clients safety and wellbeing, response to the emergency services in terms of emergency coordination of resources and ensuring the service is proactive and flexible in its delivery.

1. To provide leadership, guidance, support and legislative advice to Control Room staff and partner staff, maintaining the highest level of professional service, and ensuring that significant shortfalls in resources are identified, mitigated and notified to the Control Room Manager.
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 assist in the delivery of service in accordance with the Council's policies and procedures, statutory duties and legislative requirements for CCTV. To take part in emergency planning as required. To be responsible for the daily, weekly resilience checks, Careline/Watch/CCTV Systems, Voice recorder and data backup.
4. To share with the Control Room Manager, responsibility and accountability for 24-hour out-of-hours LBRuT Management 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 SSA.
5. To provide direct line management to a pool of Bank staff and in addition to provide direct supervision of all staff within the remainder of the Control Room Team, including identifying continuing professional development, training needs and to promote an integrated team culture, bringing together the different skills, experience and knowledge to maximise the benefits of an integrated approach to service delivery for service users.
6. 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 within the Department accordingly.

7. To deliver and oversee projects allocated to the team ensuring that they are planned and executed effectively to achieve appropriate outcomes and deadlines, as requested by the Control Room Manager
8. To manage and oversee daily office functions and prepare necessary departmental business processes. To provide, or cause to be provided, information for community and performance plans which relate to the work of the unit within available resources for the delivery of CCTV functions and equipment, delivery of the Careline/Watch service and Out of Hours Messaging services.
9. To prepare, or cause to be prepared, data which includes budget monitoring and staff performance indicators for reporting to the Control Room Manager while following financial regulations and procedures.
10. To proactively ensure the security of confidential data in terms of client records and CCTV images, ensure access to the secure multi-function control room is strictly controlled, ensure the highest level of data quality for all information recorded, that the information is consistently timely, accurate and complete and 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
12. To assist in implementing all SSA policies and procedures necessary to meet customer care needs and to reflect the SSA's vision and values.
13. To be directly responsible for a pool of bank staff and, in the absence of the Control Room Manager, 33.5 permanent staff who carry out a range of responsibilities.
14. To represent the Control Room Manager as appropriate.
15. To assume responsibility and accountability for all aspects of the service in the absence of the manager on a 24/7 basis.

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 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.

Additional Information

N/A

Team structure

For the current structure please go to The Loop.

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Our Values and Behaviours

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:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements		Assessed by A & I/ T/ C (see below for explanation)
Knowledge		
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.		A & I
Experience		
Experience of managing and motivating staff including performance management and staff development to deliver high quality results.		A & I

Experience of allocating and prioritising incoming work effectively ensuring appropriate responses in accordance with Council policies and procedures.	I
Experience of identifying and managing risk, planning appropriate interventions, and an ability to advise and lead through this process.	A & I
Experience of managing and chairing meetings.	A
Experience of achieving positive outcomes for service users and the community through multi-disciplinary and partnership working.	A & I
Skills	
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.	A & I
Qualifications	
Management experience within a multitasking team.	A
Management of Public Space CCTV and control room operations.	A
Recognised qualification in CCTV Control Room Management.	A

A – Application form / CV

I – Interview

T – Test

C - Certificate