



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Control Room Operator	<b>Role Profile Number:</b> AO00007
<b>Grade:</b> L	<b>Date Prepared:</b> April 2015
<b>Directorate/Group:</b> Customer Services	<b>Reporting to:</b> Customer Operations Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

Supporting the vulnerable and elderly residents of Swindon Borough by providing professional, compassionate support.

### Key Accountabilities

- Answering “pendant” calls from elderly and vulnerable customers, assessing the Customers “situation”, dispatching Homeline Response Officers, calling Ambulances or next of kin, liaising between the different parties and updating core systems.
- Supporting the Homeline Response Officer to carry out their duties and responsibilities by reacting to their instructions and requests. For example calling ambulances, passing of information (Medical information, door codes)
- Responding to silent alarms of inactivity, dispatching the relevant Officer to site
- Lone worker checks and escalation.
- Out of hours emergency Customer Services calls – Taking details, logging on various Customer portals and escalating where necessary.
- To update the computer records of the Homeline system from the information provided by the Homeline Section (Housing Services)
- To operate, monitor and react to messages on the various radio communication systems and to record all messages received by and given on those systems.

- To carry out periodic checks on all the equipment installed in the Control Room and the Control Room DR site, advising the Supervisor of any defects and actions taken for repair or replacement.
- To liaise/communicate with the emergency services as and when required when carrying out any duties on behalf of the Council.
- To keep abreast of progress in the field of communications and to report, suggest and test on improved systems.
- In accordance with the provisions of the health and Safety at Work etc. Act 1974 to take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and to co-operate with the Borough Council in so far as is necessary and to operate any Lone worker system so as to enable the Council to perform or comply with their duties under statutory health and safety provisions.
- To ensure that any identified training needs are discussed with immediate supervisor.
- To carry out any other duties which the Control Room Supervisor deems appropriate
- Responding to Customer Services emails

### **Supplementary Accountabilities**

- To be part of the wider Customer Services team, supporting other service areas where operationally possible
- To support Customers through channels other than phone as required, for Example email and WWW requests.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Experience of working in a busy Control Room environment preferred
- Experience of operating radio communication and IT alarm systems
- Experience of dealing with the public either face to face or over the phone in potentially difficult/stressful situations.

### **Qualifications**

- Educated to a GCSE level standard or equivalent; or has significant experience in a similar role
- Strong Analytical skills
- Strong communication skills

**Decision Making**

- Be able to receive multi-channel information and make quick, accurate decisions
- Be proactive in tracking and chasing responses from a range of Officers and agencies
- Ability to be reactive to respond to any immediate support requirements
- To manage own workload with minimum supervision and apply pragmatic solutions to challenges as they arise

**Creativity and Innovation**

- To identify opportunities and recommend service improvement changes

**Contacts and Relationships** *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- External contact – Customers and relatives
- Internal – Colleagues, Homeline Response Officers and Supervisor
- External – with partner organisations, Police, Ambulance, support workers, carers

**Other Key Features of the role** *(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)*

- The nature of the role means that at times the outcome of a “situation” is the death or hospitalisation of your customer.
- The Control Room is operational 24/7/365. The post holder will therefore be required to work a rotating shift pattern, weekends, bank and other holidays as part of normal working week; the post holder must also be able to work with the minimum of supervision.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	