



<b>Job Title:</b> Control Room Operator	<b>Role Profile Number:</b> AO 00007
<b>Grade:</b> L	<b>Date Prepared:</b> May 2019
<b>Directorate/Group:</b> Communities & Housing / Architecture & Construction Management	<b>Reporting to:</b> Senior Control Room Operator

### **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 the Customer Services CRM 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, and to maintain a full incident log for audit purposes.
- 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 the Senior Control Room operator.
- To carry out any other duties which the Senior Control Room Operator deems appropriate

## **Supplementary Accountabilities**

- To be part of the wider Security team, supporting other activities and functions within the Architecture & Construction Management Department.
- 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
- Experience of operating radio communication and IT alarm systems
- Experience of dealing with the public sympathetically and empathetically, either face to face or over the

telephone in potentially difficult/stressful situations.

### **Qualifications**

- Educated to a minimum of A level standard or equivalent; or has significant experience in a similar role
- Strong Customer Facing 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

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	No
<b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• none</li></ul>	<b>Responsibility</b>	No
<b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>• none</li></ul>	<b>Asset Responsibility:</b>	No

### **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

### **Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting

the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

**Connected : We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

**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 hospitalisation or the death 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>	