

## *Job Description*

<b>Post title</b>	Emergency Call Operator	<b>Grade</b>	2
<b>Department</b>	Housing Needs	<b>Post ref</b>	CHN13

### **Overall job purpose**

To receive calls in Central Control during normal office hours and out of office hours when the office is closed taking necessary action as appropriate.  
Respond to all calls to the Central Control Service, taking all necessary actions to achieve appropriate outcomes for all stakeholders

### **Reporting relationships**

**Reports to:** Senior Emergency Call and Development Officer

**Responsible for:** N/A

### **Key tasks and responsibilities – post specific**

To record accurately the nature of all calls received and detail any actions undertaken

To report any faults in equipment relating to sheltered accommodation and private sector and to carry out any necessary tests

To prioritise and update accurately customer information records

To complete switch over arrangements for Support officers when on or off duty as necessary

To provide a first point of contact for the reporting of all housing repairs and other emergencies which occur outside normal office hours and refer / action as appropriate.

To provide relief cover for other controllers as necessary and required to ensure the Council offer a continuous service. (on a Rota basis)

To monitor Telecare and Telehealth e.g. Lifelines, fall detectors and all assistive technology

To monitor lone worker system

To provide all administrative and general office support as requested by line manager

To ensure that periods of Central Control system inactivity is utilised to support the administration processes within the authority and other work activities as requested by your line manager for example, inputting homefinder applications and any surveys undertaken by the council

To provide relief cover as required

To prepare and programme lifeline equipment and any other assistive technology

To provide general advice / support and a positive response to the ASSIST Service including Hospital Discharge Scheme, PRISM, T2A, START and Homelessness.

To be first point of contact for the councils emergency plan and service business continuity

To provide performance information, response times and any other statistical information requested to your line manager

To record and report to your line manager any identified concern or risk to the customer and or the service

### **Key tasks and responsibilities – post specific continued**

To undertake any training appropriate to the needs of the service as requested

To attend and contribute towards service developments /staff meetings as requested
To contact all customers on a rolling programme as directed by your line manager to ensure all current details are accurate
Any other duties which may reasonably be required in accordance with duties and responsibilities indicated and which are appropriate to the post covered by the job description

<b>Key tasks and responsibilities – corporate</b>
Operate according to the Council’s corporate values and codes of behaviour.
Ensure that at all times all Health & Safety legislative requirements are met; that the Council’s Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities are effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council’s approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including code of conduct, financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures including undertaking relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.
Manage and / or use resources in ways that ensure value for money and support the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.

<b>Employee signature</b>			
<i>This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties many be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.</i>			
<b>Employee signature:</b>		<b>Date:</b>	

## Person Specification

<b>Competencies</b>	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
<b>Competency framework relevant to the post:</b>	<b>Employee Assessment</b>
Seeing the big picture	Essential / Interview
Communicating	Essential / Interview
Team Working	Essential / Interview
Changing Learning and improvement	Essential / Interview
Delivering Value for money and quality service	Essential / Interview

<b>Skills</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Providing good customer service	Essential	Application Form / Interview
Working effectively as part of a team	Essential	Application Form/ Interview
Good communication skills	Essential	Application Form / Interview

<b>Knowledge</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Working Knowledge of customer service excellence	Essential	Application form / Interview
Working knowledge of I.T programmes including Access, Excel and Word.	Essential	Application form / Interview
Knowledge of Emergency Services	Essential	Application form / Interview

<b>Experience</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Previous call handling experience	Desirable	Application form
Experience of dealing with emergencies	Desirable	Application form / Interview

Awareness of a range of support services	Desirable	Application form / Interview
Experience of Office systems and procedures	Essential	Application form / Interview
Experience of providing a customer focussed service	Essential	Application form / Interview

<b>Qualifications</b>	<b>Essential / Desirable</b>	<b>Evidence</b>
<p>Minimum of 3 GCSE'S grade A* - C, to demonstrate good literacy skills.</p> <p><b>OR</b></p> <p>Previous experience within a supporting people environment.</p>	Essential	Application Form / Certificates

#### **Additional information / other requirements of the post**

- The employee will be required to work out of normal working hours / attend evening meetings / work weekends and / or bank holidays as part of their role.

#### **Equality Act 2010**

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.  
If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.

#### **Date produced / last amended**

Sept 2020