

	Job Profile
Directorate:	Housing and Wellbeing
Service Area:	Landlord Services
Job Title:	Control Operator (part time)
Grade:	C
Post Number:	H114
Base/Location:	Charnwood Lifeline, Victoria Place, Loughborough
Responsible To:	Lifeline Team Leader
Responsible For:	<i>None</i>
Key Relationships/ Liaison with:	The key contacts are the tenants and customers of Charnwood Borough Council (CBC), their family members and tenants of other client housing providers, emergency services, social services, Charnwood Borough Council officers, repairs operatives and duty managers, Emergency Call-out Officers, Wardens and colleagues in CBC's establishments.

Job Purpose
<p>The role forms a vital part of the provision of supported housing services to customers who are elderly and vulnerable and require support to remain in independent living. The supported housing service comprises the Lifeline service and Wardens services working together to deliver a responsive, customer-focused service that meets individual needs of people with varying degrees of support requirements, disabilities and medical conditions</p> <p>Control Operators work closely with the Wardens' Services team and the Emergency Call-out Officers who provide emergency support out-of-hours in the evening and at weekends and bank holidays.</p> <ul style="list-style-type: none"> • The purpose of the role is to respond to calls from customers who activate their emergency alarm and to arrange for appropriate emergency services, next-of-kin or Emergency Call-out Officers to assist them. • The role forms an integral part of the supported housing service and provides essential emergency support to vulnerable adults, helping them to live independently in their own homes. • The role-holder will be expected to make decisions about the type of assistance needed by customers and to assess situations to enable the appropriate support to be provided as swiftly as possible. • The role forms part of a team of Control Operators providing a 24-hour service to tenants of sheltered housing and dispersed housing for the elderly, as well as to private customers of the service. • Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

- The Lifeline team provides an out-of-hours repairs service, dealing with emergency repair requests from tenants of CBC and other client housing providers and works closely with the Repairs team in resolving repair issues.
- In addition to the above, Control Operators play an important role as a front-line service 365 days a year and deal with a variety of general enquiries and emergency situations affecting CBC customers requiring immediate action such as floods, power cuts, fires, anti-social behavior and liaise with emergency services, Social Services, utility suppliers and contractors to ensure satisfactory resolution.
- You will be required to work an average of 24 hours per week; the shift pattern will be agreed with your manager. Some shifts will include lone working. You must show a willingness and flexibility to cover for colleagues' holidays and sickness.

	Main Duties and Responsibilities
1.	Ensure that all calls taken are answered in a polite and courteous manner, within target times and actions taken are recorded in accordance with procedures.
2.	Analyse, input, update and accurately record relevant information promptly and efficiently, providing any associated administrative support as required
3.	Liaise with the customer's family, next of kin, keyholders emergency services Emergency Call-out Officers and other appropriate persons or services on behalf of the customer, whilst maintaining the principles of confidentiality.
4.	Provide high standard of customer care and guidance to all customers when dealing with alarm activations and requests for assistance or support.
5.	Liaise with other members of the Warden Services team to ensure a high quality, seamless service to customers.
6.	Ensure that any 'Disaster Recovery Plans' are executed efficiently and effectively. Receive and make calls using appropriate 'Disaster Recovery' equipment at other service providers or locations when necessary.
7.	Respond to out-of-hours emergency calls in a prompt, courteous and responsible manner, deciding upon the appropriate action, on-call staff or agency to contact in accordance with procedures.
8.	Respond to requests for entry to CBC properties via the door entry system ensuring appropriate care in providing security to tenants.
9.	Prepare clear and concise reports on serious incidents to the Control Centre Team Leader in accordance with procedures.
10.	To have a willingness and flexibility to provide cover for annual leave and sickness as required.
11.	Report faults to equipment such as alarms, intercoms, and door entry systems, to the relevant contractor.
12.	Deliver an effective and appropriate service to all customers, fairly and without discrimination and comply with data protection legislation.
13.	Comply with CBC's policies and procedures.
14.	As a term of your employment, you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably

	be required of you at your initial place of work or at any other of CBC's establishments.
15.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

Special Factors

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Lifeline Team Leader

Date: 16/12/2024

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	Essential	Desirable
<u>Qualifications</u>	None	None
<u>Experience</u>		
Keyboard/computer experience	✓	
Awareness of the needs of elderly and disabled people.		✓
Knowledge of the function of other agencies that support the service.		✓
<u>Skills / Knowledge</u>		

	Essential	Desirable
The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓	
Demonstrate confidence in decision-making.	✓	
Able to show initiative and respond to situations as they develop.	✓	
Able to work positively and collaboratively within a team.	✓	
Ability to analyse information provided and accurately input data.	✓	
Demonstrate a practical and flexible approach to work.	✓	
Good standard of literacy and numeracy.	✓	
<u>Interpersonal Skills</u>		
Must be able to communicate effectively over the telephone	✓	
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	
<u>Other requirements</u>		
Able to work overtime to cover holidays and sickness as required		
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	

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