

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST TITLE: Control Centre Manager GRADE: 7

TEAM: Lifeline

RESPONSIBLE TO: Service Manager

RESPONSIBLE FOR: Lifeline Centre Operators

VARIATIONS TO STANDARD CONDITIONS OF SERVICE:

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. Casual Car User.
3. Will be required to work out of normal office hours from time to time for which time off in lieu will be given or appropriate overtime payments authorised.
4. Will be required to act as emergency contact on a rotating basis outside office hours subject to agreed cover arrangements.
5. This post requires standard clearance by the Disclosure and Barring Service.

DATE ISSUED: April 2022

JOB PURPOSE:

1. To manage, develop, implement and promote Lifeline Centre services within agreed budgets.
2. To develop and implement systems and procedures, and undertake horizon scanning, ensuring the provision of high-quality services meeting both customer needs and Council objectives.
3. To be responsible for managing the Lifeline Control Centre, Out of Hours services (including Lone Workers), and other services provided by the Control Centre.

4. To manage and develop the Lifeline Control Centre team and to resolve operational issues.
5. To represent the Lifeline Service and Local Authority in service development and partnership working.

JOB ACCOUNTABILITIES:

1. Manage the operations of the Lifeline Service, including staffing, operational equipment and systems, business plans, and budget management required to meet both customer needs and Council objectives. To ensure appropriate disaster recovery systems and processes are in place and tested to protect the service. To be able to manage calls through the call handling system.
2. Manage the operations of ICT system and ensure that all the legislative requirements are met. Liaise directly with the emergency services and appropriate Council staff as necessary.
3. Respond in an emergency to ensure continuity of the Control Centre service. This will involve management of an emergency cover rota and some responsibility for cover outside office hours for which TOIL will be granted.
4. To ensure that the Control Centre operations comply with Health & Safety requirements.
5. Manage the operation of Out of Hours customer services and Lone Worker support to ensure a consistent high standard service to both internal and external customers.
6. Manage, lead and develop the Lifeline Centre team, through recruitment and selection, training, absence and performance management and regular one to ones.
7. Deal with any customer issues as they occur, including the investigation of any formal complaints.
8. Organise and plan rotas to ensure the provision of 24-hour cover at the Lifeline Centre, 365 days per year.
9. Develop and promote auditing and quality check procedures to provide regular performance data to both internal and external customers.
10. Analyse and interpret performance data to understand underlying issues and develop a response in terms of continual improvement.
11. Advise and consult elderly, disabled persons and/or relatives about the emergency alarm facilities available through the Lifeline Centre.
12. As a term of employment, the postholder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the

Organisation's other sections or departments at any of the Authority's establishments.

13. To uphold and display the HDC behaviour competency framework to at least level 2.
14. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies

Health and Safety

To be familiar with and at all times comply with

- the Council's general health and safety policy,
- the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
- local department specific health and safety procedures as amended or added to from time to time.

To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.

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. To maintain Personal Protective Equipment and to report any PPE that is defective.

To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.

To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

JOB TITLE: Control Centre Manager					
TEAM: Lifeline	POST NO: CS10	GRADE: 7	ALLOWANCE: Casual Car User	PERMANENT	WEEKLY HOURS: 37
CRITERIA FOR SELECTION: (Justifiable as necessary for safe and effective performance)		ESSENTIAL REQUIREMENTS: (A clear definition of the necessary criteria)		ADDITIONAL/USEFUL REQUIREMENTS (Where available, elements that contribute to improved/immediate performance in the job)	
Experience		• Experience in a management role of delivery of direct service provision to customers. (A/I) • Experience of managing projects (A/I) • Experience of reviewing existing services and piloting, managing and marketing new services (A/I) • Experience in developing and applying information systems, especially through the use of information technology (A/I) • Experience of managing staff, team development, employee relations, staffing allocation, and staff training. (A/I) • Experience of resolving complaints from users/responders (A/I) • Experience of managing budgets (A/I)		• Experience of Telecare/Assistive Technology delivery (A/I) • Experience of partnership working (A/I) • Experience of a call centre service. (A/I)	
Knowledge		• Demonstrable IT knowledge gained through practical experience (A/I) • Demonstrate knowledge of Data Protection (A/I)		• Knowledge of Assistive Technology (A/I) • Knowledge of local statutory and voluntary services (A/I)	

	• Demonstrate knowledge of relevant legislation in the delivery of frontline services (A/I) • Demonstrate knowledge of Health and Safety and Risk Management (A/I) • Demonstrate knowledge of Equal Opportunities and demonstrate a commitment to put Equality Policies into practice. (A/I)	
Qualifications	• Grade C or 4 GCSE Maths and English or equivalent or able to demonstrate equivalent aptitude (A/E) • Full, valid driving license and access to a suitable vehicle (reasonable adjustments will be considered) (A/E) • Disclosure & Barring Service clearance is a requirement of this role (E)	• Customer Care related qualification or equivalent knowledge gained through practical experience (A/E/I) • Management related qualification or equivalent knowledge gained through practical experience (A/E/I) • IT qualification. (E)
Skills/Abilities	• Able to manage employee and team performance (A/I) • Able to influence, persuade or gain the support and cooperation from others via a range of approaches and techniques (A/I) • Able to build and manage a team of individuals to ensure effective service delivery. (A/I) • Able to impart understanding of existing procedures and new proposals to others (A/I) • Able to manage change and be receptive to change (A/I)	• None specified

	• Able to communicate clearly and effectively both verbally and in writing. (A/I) • Able to manage budgets and to make financial decisions based on evidence and objectives. (A/I) • Able to manage contracts with suppliers and customers. (A/I) • Able to represent the Council in relation to the Lifeline Service (A/I) • Able to extract and manipulate data information from various data sources (A/I) • Able to manage Disaster Recovery systems and to respond in an emergency outside normal working hours. (A/I) • Able to manage stock (A/I) • Able to manage data quality systems and produce performance related data (A/I) • Able to lead business planning and development (A/I) • Able to produce guidance, correspondence, presentations and complex reports (A/I) • Excellent interpersonal communication skills – written and verbal (A/I) • Able to motivate staff, to support personal development and to manage team dynamics. (A/I) • Able to act on own initiative and be self motivated (A/I)	
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	• Able to work competently under pressure and prioritise a demanding workload (A/I) • Resourceful and innovative approach to work and problem solving (A/I)	
Personal Attributes	• Willing and able to work outside of normal office hours as necessary (A/I) • Willing and able to travel to other locations for meetings and public relation matters (A/I)	• Interest in the care of elderly/disabled people to enable them to remain in their own homes (A/I)
Application Legend	A = Application Form E=Evidence I= Interview OH= Occupational Health	