

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST TITLE: Senior Operator GRADE: 5

TEAM: Lifeline

SERVICE AREA: Community Partnership

RESPONSIBLE TO: Control Centre Manager

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. 37hrs per week – Monday to Friday. From time to time, you may be required to work evening/nights and weekends to cover resource issues. This may include some or all public holidays and weekends.
4. This post requires enhanced clearance by the Disclosure and Barring Service.

DATE ISSUED: September 2025

JOB PURPOSE:

1. To oversee the day-to-day provision of the Lifeline Service and out-of-hour service and to assist the Lifeline Manager in developing and promoting the Lifeline services.
2. On a daily basis ensure Lifeline service remains operational, and procedures are kept up to date to provide high quality services meeting both customer needs and Council objectives.
3. To have technical skills to support and monitor the Lifeline Call Centre systems, the Out of Hours services (including Lone Worker support) and

to ensure they remain operational. Run reports and statistics for the manager.

4. To provide support, guidance and regular feedback to the Lifeline Manager to ensure the service continues to meet high standards of customer service and performance standards complying with Council's policies and procedures.
5. To represent the Lifeline Service and Local Authority in partnership working.

JOB ACCOUNTABILITIES:

1. The post holder will supervise the day-to-day operations of the Lifeline Service including staffing rotas are covered, operational equipment, and finance processes required to meet both customer needs and Council objectives.
2. The post holders will report to the Lifeline Manager responsible for Lifeline who will direct and manage the Lifeline service and staff.
3. On a daily basis, to manage staff resources/rota to meet the needs of the service, including:
 - planning rotas to ensure the provision of 24-hour cover at the Lifeline Centre 365 days per year.
 - Undertake ongoing support for current staff and general training of new staff in Lifeline systems and procedures.
4. The post-holder will be required to provide cover for operators as required; this will require operation of all communications equipment installed at the Lifeline Centre, to include:
 - programming of alarm equipment prior to connection to the Lifeline Centre.
 - use of the IT equipment to obtain information about users of the system, updating existing records, in-putting new records and making backup copies of the database every day.
 - provision of advice to elderly and disabled persons and/or relatives about the emergency alarm facilities available through the Lifeline Centre.
 - ensure that faults occurring in equipment at the Lifeline Centre or sites linked to the Lifeline Centre are reported promptly and testing equipment as necessary.
 - On occasion you may need to visit Lifeline customers to ensure installed dispersed alarms are functioning correctly.
 - ensuring that health and safety guidelines are adhered to, and that the Automatic Staff Down Alarm is always switched on.

- ensure the handover of the Lifeline Centre to other operators is undertaken smoothly and that all relevant information is passed on.
 - undertaking other call handling and administration duties as directed.
5. Supervise and monitor the use of a range of dedicated software systems and the Council's website to meet customer needs.
 6. On a daily basis, supervise the operations of Out of Hours and Lone Worker provision to ensure a consistent high standard service to both internal and external customers.
 7. Continually develop, promote and implement audit and quality check procedures to provide regular performance data to both internal and external customers and for the Lifeline Manager
 8. Ensure as directed by the Lifeline Manager that the requirements of the Data Protection Act 1984 and UK GDPR are complied with.
 9. Any clerical duties necessary for efficient operation of the Lifeline Centre, including general administration, processing subscription for new private and existing clients, financial processes such as invoicing and transactions in line with council policy and any other admin duties, as instructed by the Lifeline Manager.
 10. In an emergency, undertake additional hours of duty for which overtime will be paid or time off in lieu granted.
 11. Maintain a professional office-working environment within the Lifeline Centre. Supervise marketing of the services to increase customers and income
 12. Lead allocated projects/areas of work as directed by the Lifeline Manager.
 13. Support the Lifeline Manager in responding to general enquiries and low-level complaints which are beyond the scope of the Lifeline Operators through to resolution. Escalate where appropriate to the Lifeline Manager.
 14. Support the Lifeline Manager in the recruitment and selection of staff and deputise for the Lifeline Manager as necessary and attend meetings as and when required.
 15. As directed, by the Lifeline Manager, ensure that changes to relevant legislation, policies and procedures are communicated to all team members.
 16. Uphold and display the HDC behaviour competency framework to at least level 2.

17. 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

Other

18. As a term of employment, the postholder may be required to undertake other such duties as may reasonably be required 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.

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 it 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: Senior Operator					
TEAM: Lifeline	GRADE:	ALLOWANCE: Casual	PERMANENT	WEEKLY HOURS 37hours	
CRITERIA FOR SELECTION: (Justifiable as necessary for safe and effective performance)	ESSENTIAL REQUIREMENTS: (A clear definition of the necessary criteria)		ADDITIONAL/USEFUL REQUIRMENTS: (Where available, elements that contribute to improved/immediate performance of the job)		
Qualifications	- Grade C or above GCSE Maths and English or equivalent or able to demonstrate equivalent aptitude - Full, valid driving license and access to a suitable vehicle† - Disclosure & Barring Service (previously CRB) clearance is a requirement of this role	App, Ev App, Ev	Formal qualification in Business Administration or Customer Services such as NVQ Level 2 or BTEC Level 2 or above	App, Ev App, Ev App, Ev	
Experience	- Experience of working in a call centre environment and delivering a front-line service - Working experience of Telecare/Assistive Technology delivery - Experience of developing and applying information systems, especially through the use of information technology - Experience of working with complex staffing rotas on a daily basis. - Experience of managing data quality systems and producing performance related data - Experience of resolving complaints from users/responders	App, Int App, Int App, Int App, Int App, Int App, Int	- Experience of partnership working - Experience of reviewing existing services and piloting, managing and marketing new services - Experience in budget management	App, Int App, Int App, Int	

Skills and Knowledge	• Able to influence, persuade or gain support and cooperation from others via a range of approaches and techniques • Excellent communication skills to impart understanding of procedures to others • Able to represent the Council to external partners and the public in relation to the Lifeline Service. • Able to produce guidance, correspondence, and reports. • Planning and organisational skills to meet deadlines • Interpersonal skills are sufficient to deal effectively with the public either face to face, or on the telephone through the call centre. • Good standard of IT literacy including knowledge of MS TEAMS and Office. • Able to extract and manipulate data information from various data sources with appropriate training/support.	App, Int App, Int App, Int App, Int App App App App, Int	• Able to manage change and be receptive to change • Able to contribute to business planning and development • Knowledge of local statutory and voluntary services. • Knowledge of Data Protection • Knowledge of the Jontek telecare system.	App App App App App
Other	• Excellent interpersonal communication skills – written and verbal • Able to act on own initiative and be self-motivated • Able to work competently under pressure and prioritise a demanding workload • Resourceful and innovative approach to work and problem solving • Willing and able to work outside of normal office hours as necessary • Able to demonstrate a broad range of leadership competencies including positivity, motivation and teamwork. • Must be available at short notice to cover for team members' absence. • Commitment to equal opportunities and anti-discriminatory practices. • Ability to travel if required	App, Int App, Int App, Int App, Int App App, Int App App, Int App, Int		

Application Legend	App = Application Form	Int = Interview	T = Test/assessment	Ev = Evidence
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†Reasonable adjustments will be considered

Please note that: You should clearly state how you meet the requirements of the Person Specification, providing evidence where possible. Additional/Useful requirements listed may be used for shifting purposes.