

## **HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION**

POST TITLE: Lifeline Centre Operator GRADE: 4

RESPONSIBLE TO: Control Centre Manager

### **VARIATIONS TO STANDARD CONDITIONS OF SERVICE:**

1. This is a description of the job, as 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 with 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. Required to work on a rotating three shift basis (mornings, afternoons and nights.) This may include some or all public holidays and weekends. Working hours for the post differ from those of other Council staff, but contractual hours, leave allowance et cetera are equivalent pro rata.
3. Conditions of Service for Lifeline Operators: This post requires clearance by the Disclosure and Barring Service.
4. A full, valid driving license and access to a motor vehicle is required. The post holder will be designated as a Casual Car User for travel allowance purposes and will need suitable motor insurance cover.

DATE ISSUED: June 2026

### **JOB CONTEXT**

The efficient running of the Lifeline Centre, including the staffing of the equipment, administrative and public relations duties depend on the ability and temperament of the operator who must act as a friend and advisor, promoting reassurance and security to the resident who has called the centre via their emergency call unit.

The Lifeline Centre operator must have good communication skills, be a good listener, be able to act on their own initiative in an emergency and be computer literate. The Lifeline Centre operator should have common sense, patience, resourcefulness, and a sympathy for and understanding of the needs of older people.

The Lifeline Centre operator must know the appropriate statutory and voluntary services to contact when required by the user, acquiring the service sought as soon as possible. (Training will be provided.)

## **JOB PURPOSE**

To provide a high-quality efficient service to the elderly, disabled and other vulnerable residents who are connected to the Lifeline Centre. To evaluate and respond to calls quickly and calmly in a sympathetic and reassuring manner to obtain the service required to meet the caller's needs.

To undertake specific and miscellaneous administration tasks to support other Council services.

To undertake fieldwork duties across the area. This will include the installation of lifeline alarms for new clients and regular servicing of equipment in use by existing customers.

To undertake CCTV monitoring duties, including assisting the police officers with the playback and copying of recorded images.

To receive and respond to out of hours emergency requests on behalf of Harborough District Council and other subscribed organisations.

To support lone workers via the monitoring of their movements whilst on duty and to provide out-of-hour services to process received homelessness requests.

## **JOB ACCOUNTABILITIES:**

- a) The operator on duty at the Lifeline Centre will respond to all calls received at and made from the Centre.
- b) Operation of all communications equipment installed at the Lifeline Centre.
- c) Use of the IT equipment to obtain information about users of the system, update existing records, input new records, and make backup copies of the database every day.
- d) Ensure as directed by the Service Manager, Lifeline that the requirements of the Data Protection Act, 1984 are complied with.
- e) Programming of alarm equipment prior to connection to the Lifeline Centre.
- f) Any clerical duties necessary for efficient operation of the Lifeline Centre as instructed by the Services Manager of Lifeline or Control Centre Manager.
- g) Ensure that faults occurring in equipment at the Lifeline Centre or sites linked to the Lifeline Centre are reported promptly, and test equipment as necessary.
- h) In an emergency, undertake additional hours of duty for which overtime will be paid or time off in lieu granted.
- i) Required to provide emergency response cover by agreement with the Lifeline manager from time to time in accordance with the Lifeline emergency cover policy; an on standby payment will be made irrespective of whether the post

holder is called; in the event of a call requiring emergency response, the post holder will be paid overtime and/or receive time off in lieu

- j) The role will require lone working from time to time.
- k) Ensure that health and safety guidelines are adhered to, and that the Automatic Staff Down Alarm is always switched on.
- l) To ensure the handover of the Lifeline Centre with other operators is undertaken smoothly and that all relevant information is passed on.
- m) Undertake other call handling, CCTV, and administration duties as directed.
- n) Maintain a professional office-working environment within the Lifeline Centre.
- o) Assist with regular visits to Lifeline customers to ensure installed dispersed alarms are functioning correctly.
- p) 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.
- q) To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety and Communication and involvement policies.
- r) To be familiar with and always comply with
  - the Council's general health and safety policy,
  - The Council's safeguarding policies (adults & children)
  - 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.
  - The Council's data protection policies.
- s) To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during your work to your line manager for action.
- t) To take reasonable care of the health and safety of yourself and the safety of other people who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
- u) 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.
- v) To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

w) To uphold and display the HDC behaviour competency framework to at least level 1.

## HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

<b>JOB TITLE:</b> Lifeline Centre Operator				
<b>TEAM:</b> Lifeline	<b>POST NO:</b> CS11	<b>GRADE:</b> 4	<b>PERMANENT</b>	<b>WEEKLY HOURS:</b> 37 hours
<b>CRITERIA FOR SELECTION:</b> (Justifiable as necessary for safe and effective performance)	<b>ESSENTIAL REQUIREMENTS:</b> (A clear definition of the necessary criteria)		<b>ADDITIONAL/USEFUL REQUIREMENTS</b> (Where available, elements that contribute to improved/immediate performance in the job)	
Experience	Experience of working in a Contact Centre environment or in a similar role dealing with difficult or sensitive situations.	A/I	Previous experience of working with elderly/disabled/vulnerable people.	A/I
	Experience of basic administration (filing, post, data entry).	A/I	*Experience in Sheltered Housing, emergency call systems and working in immediate contact with the public.	A/I
	Good working knowledge of Microsoft Office Word, Excel, and Outlook.	A/I	*Previous experience of CCTV or surveillance duties.	A/I
	Data entry and amending records on databases	A/I		
Knowledge	Understanding of equal opportunities and diversity issues	I	Knowledge of local statutory and voluntary services.	A/I
	Understanding the needs of elderly and disabled residents to preserve their independence.	A/I	Understanding of elderly abuse issues	A/I
	Excellent writing, numeric and Literacy skills	I/T	Understanding emergency alarm systems.	A/I
Qualifications	English & Maths GCSE Grade C or above or equivalent qualification or relevant experience / aptitude	E/A	QCF: Full level 2 ITQ Certificate.	E
	Disclosure & Barring Service (previously CRB) clearance is a requirement of this role	E	NVQ Level 2 in Business administration or equivalent	
	Full, valid driving licence and access to a suitable vehicle ■	E	Or NVQ Level 2 or equivalent in Customer Services	

Skills/ Abilities	<p>Good verbal communication skills. Articulate with a good, clear telephone voice</p> <p>Good listening skills</p> <p>Able to demonstrate good literacy and numeracy skills.</p> <p>Able to demonstrate empathy</p> <p>Responsible, calming and reassuring temperament</p> <p>Able to demonstrate problem solving skills</p> <p>Able to act calmly in an emergency situation and work under pressure</p> <p>Able to act on own initiative</p> <p>Good decision-making skills</p> <p>Able to demonstrate common-sense and patience</p> <p>Accuracy and attention to detail</p> <p>The ability to learn and understand computerised / communication systems</p>	<p>I</p> <p>A/I</p> <p>A/I</p> <p>I</p> <p>I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>I</p> <p>A/I</p> <p>E/A/I</p>	<p>Switchboard and advanced IT skills.</p> <p>Understanding new technology, especially computers and communication systems.</p>	<p>E/T</p> <p>E/I</p>
Personal Attributes	<p>Literate, numerate and articulate.</p> <p>Good listener.</p> <p>Punctual.</p> <p>Able to work under pressure.</p> <p>Resourceful and flexible approach to work and problem solving.</p> <p>The ability to be flexible in approach to work considering the 24hr nature of the Centre and the need for the covering of shifts, sometimes at short notice.</p>	<p>A/I</p> <p>A/I</p> <p>I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>		

	<p>Able to work effectively as part of a small team but also as a lone worker.</p> <p>Appointment to the role is subject to medical checks to assess suitability for the role and shift working</p>	<p>I</p> <p>OH</p>		
<p>Application Legend</p>	<p>A = Application Form    E=Evidence    I= Interview    OH= Occupational Health</p> <p>N.B. Where more than one assessment stage is indicated against a criteria that criteria must be demonstrated at both stages</p>			

■ Reasonable adjustments will be considered

\*Desirable criteria may be used in shortlisting. Asterisked criteria are weighted.