

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Control Centre Operator
Service Area / Team	Regulatory & Community Services / Lifeline
Reports to	Control Centre Team Leader
Post Number	LL006
Grade & Annual Salary	Grade D / E
Politically Restricted Post	No
DBS Requirement	Enhanced

JOB PURPOSE
- To safeguard vulnerable and disabled customers by providing an effective, responsive and proactive monitoring service, via Lifelines, mobile GPS enabled devices and Telephone Information Lines. - To act as emergency out of hours telephone contact on behalf of some Councils. - To undertake all aspects of stock control including programming, testing and preparation of all Telecare equipment.

MAIN DUTIES AND RESPONSIBILITIES
To respond to calls for assistance from clients and stakeholders of all the monitored services, ensuring appropriate action and services are utilised to resolve both crisis situations and daily dilemmas. To be alert to clients changing needs or deterioration.
To produce accurate reports and records of all non-routine incidents such as medical or environmental emergencies. Ensuring that appropriate emergency services are called when necessary and referring on as appropriate to other services.
To provide reassurance and support clients with their independence.
Out of hours service for some local councils including Folkestone & Hythe District Council – receive the initial call and then decide and organise the appropriate response.
Carry out testing of all lifeline equipment, program equipment, pendants, fall detectors & smoke detectors; service, clean and test equipment ready for issue and report faults appropriately to manufacturer / engineer. Trouble-shoot and diagnose faults in equipment in stock and in client's homes via the telephone. Deal with equipment failures & organise repairs.

• To ensure that all referrals for new customers are processed within Telecare Service Association guidelines.
• To mentor new members of staff through the training and competency framework.
• Ensure monthly contact with designated clients to ensure that equipment is tested and working. Report to engineers any equipment failures.
• To provide reassurance and support to family members during high pressured situations involving life threatening incidents.
• To undertake annual reviews of client information, ensuring the call handling system and notes are updated correctly

CORPORATE RESPONSIBILITIES
• Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
• To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
• To actively demonstrate the values and behaviours of the council.
• To ensure our customers are valued by taking into account their views and needs in all that we do.
• To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
• To communicate openly and honestly with colleagues, members and customers.
• To undergo any training necessary to be able to fulfil the requirements of the job.
• To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: Control Centre Operator

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential Good basic education to GCSE A-C standard or equivalent (including Maths & English)	✓		
	Desirable Level 3 Telecare Operators Certificate	✓		
Experience and Knowledge	Essential - First class speech and hearing - Recent and relevant administrative experience - Recent and relevant experience of dealing with customers over the telephone	✓ ✓	✓ ✓ ✓	
	Desirable Previous local government experience	✓	✓	
Skills and Abilities	Essential - Excellent administrative skills - Ability to work as part of a team and on own initiative - Ability to operate on own initiative with minimal supervision - Excellent written and oral communication skills including the skills and abilities necessary for effective telephone communication - High level of attention to detail and accuracy - Competent user of IT, particularly Microsoft Office	✓ ✓	✓ ✓ ✓ ✓ ✓ ✓	

	▪ Proactive and committed to continued service and personal development ▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times. ▪ Ability to demonstrate a professional and customer orientated approach ▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels ▪ Ability to organise and prioritise work effectively and maintain high standards at all times ▪ Ability to make decisions and take responsibility for resolving issues ▪ Proactive approach to problem solving ▪ Ability to be flexible when it comes to picking up shifts, sometimes at short notice, whilst also being able to take on a range of pre-agreed shifts		✓ ✓ ✓ ✓ ✓ ✓ ✓	