**Job Description and Person Specification Profile – Emergency Control Operator**

**EMERGENCY CONTROL OPERATOR**

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| **Service:**  | Adults, Operations  |
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| **Responsible to:** | Service Coordinator |
| **Contract Basis:**  | Permanent |
| **Hours Per Week:**  | 36 hours per week |
| **Working Pattern:** | Fixed rota over 7 days |
| **Location:** | Dukinfield Town Hall |
| **Probationary Period:** | 12 months |
| **Criminal records Check required:** | No |
| **Politically Restricted Post:**  | No  |

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| **What’s the post, and what are we looking for?** |
| **This role will** support the provision of a 24-hour, 365-day call centre service by being responsible for receiving emergency calls, taking appropriate action and recording all calls received. Working as part of a team under the direction of the Service Coordinators. **Main Duties and Responsibilities include:***This list is not exhaustive, and is an indicator of the key duties and responsibilities that the post holder will have, as opposed to a task list.** To operate screen based care and security systems and act appropriately on receipt of alarm calls or emergency situations.
* To receive and establish the nature of the call, log as necessary and respond by giving direct information or by interacting between the caller and the appropriate service unit or external agency.
* To deal with enquiries and alarms and to liaise and communicate with other service units and external agencies as appropriate.
* To assist in the development of information systems and training of colleagues in relevant functional areas.
* To retain and record such information as appropriate and maintain records and statistics as required.
* To use all systems within the control room and assist in ensuring that they all operation in accordance with training received, written procedures and operating manuals.
* To assist in obtaining all relevant information from service users, other service units and external agencies, which all enable emergency control staff to provide an efficient point of contact service to customers.
* To receive complaints and compliments made by telephone, ascertain the nature of the complaint/compliment and respond appropriately.
* To be prepared to cover for holidays and sickness, as required, for any duty rota within a 24-hour period.
* To regularly attend staff meetings and training sessions for the continual development of service and staff.
* To work with the Emergency Control Coordinator and other colleagues in the effective operation of the control centre.

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may be required to carry out any other duties appropriate to the grading of the post.  |

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| **About you** |
| **Your essential skills, knowledge and experience*** Ability to work as a team member
* Prepared to work unsociable hours (including bank holidays and weekends)
* Punctuality and good attendance
* Polite and courteous manner
* The ability to converse at easy with service users/customers and provide advice in accurate spoken English.
* Keyboard skills
* Clerical skills
* Computer keyboard skills
* Ability to communicate precisely
* Accuracy
* Ability to work under pressure

**If you have the following experience or qualifications – then that’s great!*** 3 GCSE grade C or above/4-9 including English and Maths or equivalent.
* British Telecom Training.
* Experience of working within a control room environment dealing with emergency calls
* Knowledge of Windows software and databases
* Good knowledge of community services and an appreciation of Local Government Working
 |

**Our employees’ skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.**

**What can you expect from us?**

* A fair salary and benefits
* Opportunities for good health and wellbeing
* Help you to grow, develop and to do your best
* Enable you to be creative and innovative
* Fully involve you in changes that affect you and your work
* Listen, and act on your ideas and feedback

**Working together, we are proud to work for Tameside**

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

**TRUST**

Trust is placed in us and we have trust in those that lead us. We feel empowered to support our residents and communities.

**SUPPORT**

We work in a supportive environment and actively encourage supporting each other to bring about innovation, improvement and sustainability. Good health and wellbeing is important to all of us.

**INTEGRITY**

We conduct ourselves and our services with honesty and fairness, modelling strong ethical and moral principles to ensure outcome driven results for our residents and communities.

**RESPECT**

We relate to others in ways that we want others to understand and relate to us. The behaviour that we model sets what we expect.

**VALUE DIVERSITY**

We are all recognised for our diversity, , commitment, skills and achievements and will challenge inequalities.

**ENGAGE**

We experience consistency in our everyday work; by being involved and having good quality and timely communication across the whole organisation. Our leaders are accessible and open to discussion.

**As well as making a difference to your community and working for one of the highest performing organisation’s in the country, here are some other reasons we think you should consider a career with us:**

You will have an **induction** that will help you to understand what to expect once you start, how the organisation works and how your post contributes towards the Corporate Plan ‘Our People Our Place Our Plan’ aims and aspirations for the area.

The plan is structured by life course – Starting Well, Living Well and Ageing Well, underpinned by the idea of ensuring that Tameside is a Great Place, and has a Vibrant Economy. Tameside has a genuine **commitment to equality of opportunity** for its employees and citizens.

A comprehensive **workforce development programme**, leadership development programme, as well as an aspiring manager programme.

**Up to 30 days leave per year** depending on pay grade/band, in addition to statutory bank holidays. We also operate a **Holiday Purchase scheme.**

The commitment to improving the **work-life balance of employees** with a number of supportive procedures promoting, various types of flexible working. Along with, many family friendly policies in place, including generous schemes covering maternity, paternity, shared parental and adoption leave.

Tameside Council employees can join the **Local Government Pension Scheme (LGPS).** More information about GMPF and LGPS pensions can be found at www.gmpf.org.uk. Teachers can join the **Teachers’ Pension Scheme**.  More information on this scheme can be found by visiting www.teacherspensions.co.uk.

Tameside offers a range of salary sacrifice schemes, plus a number of other **staff benefits** including discounts at local shops, restaurants, health and fitness clubs and much more.