



North Northamptonshire Council – Job Description

Control Operative /Clerical Assistant

Service Area:	Housing & Neighbourhood Services
Reports To:	Supported Housing Intervention and Involvement Manager
Responsible For:	N/A
Scale:	5

Overall Job Purpose:

Responsible for the provision of a comprehensive and reliable service for contact centre operations, for the community alarm system for the care of the frail, elderly and disabled clients linked to the alarm service.

To provide an efficient customer service for the out of hour's emergency repairs service, to all North Northamptonshire Council tenants, together with maintaining accurate records and general clerical duties

Main Duties and Responsibilities:

(This list contains the main duties and responsibilities of the post holder but it is not an exhaustive list)

1. To direct and maintain the effective operation of the emergency alarm service and out of hours service together with a reliable emergency response.
2. To respond to all calls made to the contact centre which includes sheltered accommodation, community alarm service and the general public ensuring that the appropriate action is taken.
3. To provide reassurance, advice and help to the user of the service in a courteous and sympathetic manner.
4. To maintain links with appropriate officers of the council, social services, area health authority, GP's alongside partner agencies in order to deal with customer enquiries
5. To operate the contact centre call systems, ancillary equipment and identify reportable repairs to the provider of the equipment.
6. Responsible for maintaining up to date information on the Contact Centre database and produce monthly information as required.

7. Responsible for reporting and monitoring the efficient day to day running of the contact centre and mobile responses.
8. To provide reports as required ensuring the effectiveness of the service.
9. To attend meetings/ training in relation to maintaining working partnerships, to ensure the well being of all residents/ clients.
10. Responsible for co-ordinating a comprehensive out of hours emergency repair service for the tenants of North Northamptonshire Council and to direct the appropriate services and trades in emergency repairs situations.
11. Provide statistical reports and maintain full records of action taken in all emergencies.
12. To carry out general clerical duties as required.
13. To assist with the shift cover for staff holidays and sickness as requested.
14. To facilitate the Civil Emergency Plan as required.
15. To undertake any reasonable allied duties as instructed in the context of the Service's responsibilities.
16. Ensure that the Health and Safety of themselves and all others affected by their work is a priority and H&S procedures and policies are strictly followed and adhered to.

Miscellaneous

- The post holder will be primarily based at the Control Centre in Grosvenor House however, must have the ability to travel to various locations at short notice.

Additional Information / Local Agreements attached to this post

Must be flexible as will be expected to work evenings, weekends and bank holidays

I have read and understood the job description and sign to accept the above terms and conditions of employment.

Employee Signature _____ Date: _____

Authorisation Signature _____ Date: _____

North Northamptonshire Council – Person Specification

The ideal candidate will be able to demonstrate the following skills, knowledge and experience

Criteria	Skills, Knowledge, Experience etc	Essential / Desirable	Method of Assessment
Education / Qualifications	Educated to GCSE level or equivalent	(E)	Application
	Relevant professional qualification: i.e. NVQ -Customer Care : NVQ - Health and Social Care/Control Operative/Call centre	(D)	Application
Skills / Experience	Customer Care experience gained within a Customer Contact /Call centre.	(E)	Interview
	Relevant IT experience	(D)	Application
	Experience of working in a busy office	(E)	Application
	Ability to communicate effectively orally and in writing with colleagues, members, partners and customers	(E)	Application
	Experience working on own initiative, under pressure to meet tight deadlines	(E)	Interview
	Experience on the use of day to day integrated housing management systems and/ or standard software packages within a Customer Contact /Call centre	(D)	Application/Interview
	Knowledge of Saturn Control Systems	(D)	Application/Interview
	Experience of working within a care setting or supported housing environment for elderly/disabled.	(E)	Application
	Experience in call handling	(E)	Interview
Miscellaneous	Ability to prioritise workload	(E)	Application
	Knowledge of Safeguarding Vulnerable Adults Policy and Practises	(D)	Interview
	Understanding of Equality and Diversity	(E)	Interview
	Flexible approach	(E)	Interview