

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Job description and person specification

Alarm Receiving Call Handler (Control Operator)

Call Care

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.



**West
Northamptonshire
Council**

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To answer emergency alarm calls from older and vulnerable people, to assess their situation and facilitate the appropriate response.

Our service works closely with emergency services, Social Care and Housing Providers to ensure older and vulnerable people can remain living in their own homes for longer.

Accountable to:

This role is accountable to the Call Care Team Leaders, who manage the Call Care Operators and Telecare Officers as well as the responder service.

This role sits within Call Care, Safeguarding & Wellbeing Services, which forms part of the Adults, Communities and Wellbeing Directorate.

Responsibilities:

1. To answer the emergency call system in accordance with the operational procedures.
2. To assess the level of assistance required and take appropriate action – e.g., summon emergency services, GP, on site staff etc
3. To keep all necessary records, logging calls, updating the Call Care database when necessary and being alert to any potential discrepancies.
4. To answer the out of hours repairs and other services for West Northamptonshire Council and Northampton Partnership Homes, in accordance with procedures and policies. Ensuring that the customers receive a high level of customer service.
5. To support staffing levels within Call Care to ensure that service provision can be delivered 24/7/365.
6. To show consideration for the well-being of the caller through patience, politeness and empathy when answering calls.
7. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks

may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to work alone and unsupervised	E	A, I
Excellent listening, verbal and written communication skills	E	A, I
Ability to identify areas for improvement	E	A, I
Ability to take responsibility for own decisions and for taking appropriate actions.	E	A, I
Ability to cope with often distressing or traumatic situations in a calm, professional and controlled manner	E	A, I
Ability to work flexibly; working night shifts on a rota, this includes weekends and bank holidays. When not covering nights there may be the requirement to cover days and evening shifts.	E	A, I
Ability to work alone and unsupervised (Nights shifts are lone working).	E	A, I
Strong team-spirit work ethic	E	A, I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A/T/I

Knowledge:	Essential / Desirable	Measured by
Knowledge of telecare equipment and its use.	D	A, I
Relevant experience:	Essential / Desirable	Measured by
Experience of front-line customer service provision with a strong customer focus (for example in either Care or Contact Centre environment).	E	A, I
Experience working with either elderly or vulnerable people.	D	A, I
Experience of working night shifts	D	A, I
Previous experience of Control Operations, preferably in an Emergency Services environment	D	A, I
An understanding of Equal Opportunities issues within the workplace	E	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
GCSE or equivalent A to C grade Maths and English	E	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include

Enhanced Disclosure and Barring Service check.

Day-to-day in the role:

Hours:	37	Primary work base:	The Guildhall
Job family band:	CA04	Worker type:	Fixed
Salary range:	£28,016-£29,513 (plus night time enhancement up to £9,166 depending on shifts worked)	Budget responsibility:	NA
People management responsibility:	NA		

Working conditions & how we work:

This Role involves a set shift pattern. An **example** of shifts are: -

17:00-22:00

13:00-01:00

20:00-0800

Rota pattern will be discussed at point of interview.

We are a 24/7/365 days a year service. Therefore, the team are expected to work together to support colleagues and the service by covering extra shifts or swapping their shift to another time or day (with notice wherever possible).

Team members will occasionally work from home, this is done on an ad-hoc basis depending on the shift and in consultation with the line manager.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

