



Job Description and Person Specification

Job details

Job title: Control & Response Operator

Grade:

Reports to: Senior Control and Response Officer

Responsible for: 1st Class Services

Directorate and Service area: Adults, Health Partnerships and Housing – Sheltered Housing Services

Purpose of the job

The post holder will be responsible for operating NNC's linked Housing contact and response monitoring services for sheltered housing tenants and lifeline customers. The post holder will also provide an efficient out of hours emergency repairs response service to all tenants and out of hours triage services for homeless enquiries across NNC's estate.

The post holder will often be the first or only point of contact for NNC tenants and leaseholders in emergency situations or contact from the general public and will provide advice and assistance for situations that may be life threatening, traumatic, emotional and distressing.

There will be an emphasis on improving customer relations and increasing satisfaction levels and engagement opportunities with the homes and communities our customers live in and the services the council provides.

The post is part of the sheltered housing team and the postholder will have a close working relationship with colleagues in the Sheltered Services and Life Line teams. The post holder will deputise for other operators in their absence.

Principal responsibilities

1. Role Responsibilities

The post holder is expected to:

Be responsible at all times for providing a call monitoring and responsive service that safeguards the health and wellbeing of sheltered housing tenants and customers connected to the lifeline services.

Be responsible for prioritising calls according to each situation and at times a number of calls received simultaneously in order of urgency often during times of personal crisis including life or death situations.

Call Monitoring and Responding

The post holder is expected to:

Respond to calls made to the contact and response monitoring services and ensure the appropriate action is taken.

Provide reassurance, advice and help to the user of the system in a courteous and sympathetic manner.

Record quickly and accurately vital details from callers on a computer including the concern being raised, exact location and full details of the emergency.

Gather as much information from the caller as possible, to determine the next course of action including any health and wellbeing concerns that may pose an immediate threat to life.

Keep any involved emergency services up to date with the situation.

Talk with the caller and keep them calm, informed and supported.

Direct "on call" colleagues to ensure the appropriate action and support is taken during in emergency situations.

Operate the contact and response monitoring services and other ancillary equipment and identify reportable repairs to the provider of the equipment.

Maintain up to date information on the contact and response monitoring services database.

Confirm and provide information to the Police, Fire, Ambulance services in emergency situations.

Complete contact log books to enable consistency of services at shift handover.

Undertake wellbeing call checks using the monitoring centre equipment.

Operate the door entry systems to sheltered schemes out of hours to enable for example health visitors, delivery drivers or relatives to enter the building and ensure only legitimate access is granted.

Monitor out of hours lone working device alerts.

Undertake test calls to confirm hardware installed is working correctly.

Out of Hours Repairs

The post holder is expected to:

Provide a comprehensive out of hours telephone contact service in relation to the reporting of emergency repairs for all NNC's tenanted and leasehold properties.

This this will include gathering as much information about the emergency and determining the urgency required, informing the caller of next steps and contacting the out of hours operative to attend site, resolve, contain or secure until the next working day as necessary.

Our of Hours Homeless Triage Services

The post holder is expected to:

Provide a comprehensive out of hours telephone contact service in relation to callers claiming short or long term homelessness. This this will include gathering as much information about the situation and determining the urgency required, informing the caller of next steps and securing emergency accommodation in extreme situations until the next working day as necessary.

Customer Service and Administrative Duties

The post holder is expected to:

Ensure a consistent, customer focused service is delivered to all of the councils' customers by recording contact requests and enquires with accuracy and offering advice and assistance in a timely manner commensurate with the roles purpose.

Undertake a range of administrative tasks and data entry relating to customer contacts, repair reports, homeless reports and enquiries, and sheltered housing utility billing and invoicing and supplies and equipment ordering.

Prepare new installation invoices, credit and account adjustments for Life Line customers.

Maintain accurate electronic and paper files and records, scan and image document and update customer and property information.

Monitor and record all post including correspondence whether electronic or in paper format ensuring it is directed to the appropriate officer.

Ensure prompt administration of the Sheltered Services e-mail in-box.

Performance and Service Improvement

The Post holder is expected to:

Produce, provide, collate a range of performance information and data as directed by the Senior Control and Response Officer and Sheltered Services Manager.

Complete allocated tasks within acceptable timescales and meet deadlines.

Be actively involved in reviewing processes, procedures and policies.

Team Working and Relationships

The Post holder is expected to:

Work closely with all colleagues and ensure the service area has a strong and effective relationship with other services within the organisation.

Internally: Income and sheltered housing teams, Housing and Property Service team, Allocation and Solutions teams, Head of Housing, Sheltered Services Manager and other colleagues/ managers and teams from across the council

Externally: contacts at local level will include tenants, relatives, applicants, Lifeline customers, stakeholders, tenant groups/forum, the emergency services including Police, Fire, Ambulance service and other health professionals

Key Role Accountabilities

The Post holder is expected to:

Deliver 1st class front line services that appropriately respond to a caller's needs.

Identify and suggest options or solutions to resolve issues or concerns raised by customer contacts.

Be responsible for health safety and wellbeing of customers and team members.

Ensure the "Safeguarding" of all residents in accordance with NNC's reporting procedures.

Identify, record and follow up any area of financial loss and risk and reputational damage to NNC property, estate or customers.

Misc Requirements

Maintain a working knowledge of computer software appropriate to the duties and responsibilities

Maintain an up-to-date knowledge of best practice in the field of sheltered housing administration and call monitoring services to maximise opportunities for continued service improvement

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
4. 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.
5. Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements in undertaking the role.

Special features of the post

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

If this post is Politically Restricted include the following clause (Delete if not required).

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

If there are any other special features of the job that need to be in the job description, please indicate them here.

The post holder will be expected to work a shift pattern which may include some weekends



Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to GCSE level (min 3) including Maths and English NVQ in Business Admin (level 2)	Hold or be studying for a relevant housing qualification (CIH Level 2 Diploma or equivalent) Membership of CIH. First Aid Qualification
Experience and Knowledge	Experience working directly with customers in a busy front facing role or emergency contact centre environment min 2 years Experience of working with an elderly client group Experience of general clerical and administrative duties Experience of working within a local authority housing department or registered social landlord or a similar role. Experience of managing and prioritising own workload	Experience or knowledge of housing management practices, knowledge of housing legislation.
Ability and Skills	Good telephone manner and excellent listening skills Ability to remain calm, think logically and work under pressure when faced with situations that may be complex, traumatic, life threatening or challenging. Ability to work to deadlines to meet targets Able to prioritise workloads & meet deadlines Excellent IT and Keyboard Skills	

Attributes	Essential criteria	Desirable criteria
	Good written and verbal communication skills	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Willing to work outside normal office hours as necessary This post is subject to a DBS check	Full driving licence and access to a vehicle for work