



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Senior Control & Response Officer

Grade: Grade NNCBAND06 SCP14-17

Reports to: Sheltered Services Manager

Responsible for: Control and Response Operators

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

Purpose of the job

The post holder will provide operational line management and support to a group of Control and Response Operators and undertake duties related to the contact and control room monitoring services.

The post holder will lead a team offering a first class customer focussed service including but not limited to responding to alarm and pendant activations, welfare calls and checks, installations, testing equipment, out of hours emergency repair reports, and triaging homeless callers.

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 team. The post holder will deputise for other colleagues and Officers and the Sheltered Services Manager in their absence as required.

Principal responsibilities

1. Role Responsibilities

The post holder will be expected to:

Lead by example, motivate, provide effective training, direction, advice, support and guidance to all team members

Be a role model for the service, demonstrating authenticity, integrity, resilience, and compassion and focussing on communication, personal development, and wellbeing.

Champion the highest standards of behaviour and professionalism across the team.

Recognise and reward team members for excellent performance and deal effectively with issues of poor performance.

Be responsible for the operational line management of all employees within the team including staff development, appraisals and absence management referring disciplinary matters to the Sheltered Services Manager.

Identify and respond to any training and development gaps, to ensure the team has the necessary levels of knowledge, skills, and competency to perform their roles.

Work closely with and assist the Sheltered Services Manager during a recruitment and selection process

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

Ensure the “Safeguarding” of all residents in accordance with NNC’s reporting procedures.

1. Role Responsibilities

The post holder is expected to:

Assist the Sheltered Services Manager to review, write and develop policies and procedures which reflect good practice.

Produce Rotas and ensure on call colleagues are available

Ensure a consistent, customer focused service is delivered by responding to alarm activations, contact requests and enquires with accurate advice and assistance in a timely manner and which appropriately responds to a caller’s needs.

Process and co-ordinate enquiries and complaints and respond to Stage 1 and 2 complaints (including Elected Member and MP enquiries FOI's and SAR's) relevant to the service area.

Review applications for lifeline/monitoring services.

Lead the team with reports of serious floods, fires or uninhabitable properties which occur out of hours.

Be responsible for Staff Alert Register entries, revision, reviews and deletions.

Lead on operational activities related to tenant engagement and involvement and consultation exercises relevant to the service area.

Monitor plans to:

- Achieve 100% equipment testing
- Increase the number of life line customers

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.

Call Monitoring and Responding

The post holder is expected to:

Undertake and cover call monitoring and responding duties to cover for annual leave, absence, lunch, training and meetings.

Ensure control and response operators prioritise alarm and telephone calls according to each situation in order of urgency often during times of personal crisis including life or death situations and ensure the appropriate action is taken, followed up and completed.

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

Ensure the accurate completion of contact log books is undertaken to enable consistency of services at shift handover.

Out of Hours Repairs

The post holder is expected to:

Ensure control and response operators gather as much information about the emergency to determine the urgency required and resolution to offer which may include requesting the out of hours trades person to attend site, resolve, contain or secure until the next working day as necessary.

Be the single point of contact for the Property Service Team to discuss out of hours repair requests, queries and disputes.

Our of Hours Homeless Triage Services

The post holder is expected to:

Ensure control and response operators gather 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.

Be the single Point of Contact for the Homeless Service Team to discuss out of hours requests for assistance, queries and disputes.

Customer Service and Administrative Duties

The post holder is expected to:

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

Ensure a rolling programme of data cleansing is implemented reflecting the most current and accurate information held in relation to sheltered housing and lifeline customers.

Performance and Service Improvement

The Post holder is expected to:

Produce, provide, collate a range of performance information and data to analyse and monitor individual and team performance, identifying trends and put actions plans in place for improvement.

Be responsible for continuous service improvement and improved customer satisfaction levels by delivering on identified priorities in the housing service and transformation plans or projects.

Implement improvement plans following reviews, inspection or any internal or external audits of the services.

Complete allocated tasks within acceptable timescales and meet deadlines.

Team Working and Relationships

The Post holder is expected to:

Make a positive contribution to the Sheltered Housing Service by active involvement in a wide range on internal and external meetings.

Work closely with all colleagues to ensure the service area has a strong and effective relationship with other services within the organisation and external partners by contributing to the development and implementation of cross cutting initiatives in line with the councils' cultures and values.

Key Relationships

Internally: Housing, Finance and Sheltered Housing teams, Housing and Property Service team, Allocation and Solutions teams, Head of Housing Management, 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, customers, stakeholders, tenant groups/forum, the emergency services including Police, Fire, Ambulance service, other health professionals and care providers and agencies.

Key Role Accountabilities

The Post holder will be accountable for:

The day-to-day management of the control and response monitoring service and equipment.

The completion of key performance reports.

Operational change, transformation, and service improvements as directed by the Sheltered Services Manager.

Identifying reporting, actioning, and follow up any area of financial loss and risk and reputational damage by ensuring that lines of accountability are clear and well understood across the team.

Representing or deputising for the Sheltered Services Housing Manager as required

Miscellaneous Requirements

Any other corporate duties as reasonably required, including but not limited to briefing members, attending formal meetings; compliance with all statutory requirements and contributing to employee relation matters as defined by policy across the authority.

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.

An allowance is payable to the post holder for mileage claims essential for business purposes.

The post holder will be expected to work a shift pattern which includes some weekends to support NNC's emergency contact and response operators.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to A level Standard (min 2) NVQ Business and Admin level 2/3	CERTCIH – Membership Hold a relevant housing qualification (CIH Level 2/3 Diploma or equivalent) or show an equivalent capability
Experience and Knowledge	Experience of working with a local authority or registered provider or a similar role. Experience of working in a call monitoring centre Experience of leading a staff team min 2 years Knowledge of the housing legislation, regulation and case law Experience of managing and prioritising own workload often without regular supervision and motivating and leading a team	Experience of working effectively in partnership with a range of stakeholders. Experience of working with an elderly client group
Ability and Skills	Customer focussed and solution driven Effective team working skills to achieve positive outcomes. Excellent listening and negotiation skills to achieve solution-focused outcomes Ability to explain complex matters clearly to a wide range of customers staff and colleagues	

Attributes	Essential criteria	Desirable criteria
	Able to produce clear, concise, and persuasive written letters Ability to be proactive and use initiative to drive forward improvements within the team. Excellent IT and keyboard skills Excellent communication skills over several disciplines Ability to successfully operate in a multi-disciplinary and multi-functional environment Personal Qualities: Friendly Enthusiastic Trustworthy Motivated Hardworking	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	

Attributes	Essential criteria	Desirable criteria
Additional Factors	Full driving licence and access to a vehicle for work Willing to work outside normal office hours as necessary This post is subject to a DBS check	