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| Directorate: | Places Directorate  | **Section**: | Community Safety  |
| **Job details:** |  |
| **Job title:** | Out of Hours Response Officer  |
| **Grade:** | Scale 3A (plus enhancement for unsociable hours) |
| **Location of work:** | CCTV Control Room, Civic Centre |
| **Directly responsible to:** | CCTV Control Room Manager |
| **Directly responsible for:** | Not applicable |
| **Hours of duty:** | Full time posts work 35 hours per week averaged over a 3 week rota. Ad hoc cover is subject to the needs of the service.  |
| **Primary purpose of the job:** | To act in the capacity of the Councils out of hours representative, providing an emergency telephone and incident response service, out of hours concierge and security services, public space CCTV monitoring, alarm monitoring, bus lane enforcement and review and deputising as required for the CCTV Control Room Manager. |
| **Post ref no:** |  |
| Main duties and responsibilities/accountabilities |
| 1. To prioritise incoming calls on the City Council’s Out of Hours Emergency Service telephone number, showing empathy to the caller and using effective communication skills to obtain and accurately record all relevant information.
2. To use personal judgement and problem-solving skills to determine the level of response required to out of hours emergency calls. Responses may include requesting emergency responses from the Councils Duty Social Worker, the Councils appointed Aids and Adaptations Repair Contractor, the Councils nominated officer for acceptance of stray dogs OR the downgrading of calls for none priority responses which may include the accurate logging and referral of customer details using the Councils Citizen and Flare systems.
3. To act in the capacity of the Council’s out of hours representative, receiving and accurately recording reports of staff absence from both Trafford and Salford Council control room staff, exercising personal judgement as required to facilitate effective staff cover arrangements.
4. To act in the capacity of the Council’s out of hours representative, receiving and prioritising reports of faulty CCTV and bus lane enforcement equipment, using personal judgement and negotiation skills to liaise with the Councils appointed contractor to ensure a response within the timeframes deemed appropriate.
5. To be responsible for signing out Council owned CCTV spare parts from the control room, obtaining signatures and justifications as required from contractors.
6. To monitor the behaviour and staffing levels of the Councils appointed contractors, in particular the Councils contracted City Watch response staff, identifying any under performance or contract none compliance issues and bringing these to the prompt attention of the Councils nominated Service Manager.
7. To identify and assist in the implementation of service improvement plans as applicable to the service areas of Out of Hours, CCTV, City Watch and Bus Lane Enforcement.
8. To administer a lone working service to staff, including Salford Council, GM Mayors Office and Urban Vision, obtaining and accurately recording details of lone workers, monitoring their whereabouts and undertaking welfare checks and escalation procedures as required.
9. To assist in the provision of a major incident response service, initiating major incident responses, liaising and accurately recording all relevant information received from the public, Councils appointed Forward Incident Officer and/or partner agencies including Police, Fire, Ambulance and Urban Vision.
10. To be responsible for the security of the Civic Centre out of hours, undertaking night time patrols to confirm that buildings have been vacated, engaging with staff where required to request their adherence to the Councils published working hours, leaving all buildings in a secure state, with responsibility for physically securing doors locks and activating intruder alarms.
11. To facilitate out of hours access into SCC corporate buildings, verifying the identity and permissions of visitors as required.
12. To act in the capacity of the City Councils out of hours health and safety representative, personally responding and resolving issues related to fire and intruder alarms and the breakdown of mechanical hardware including lifts.
13. To undertake proactive public space CCTV camera monitoring, promptly responding to incidents and liaising with partner agencies including Fire, Ambulance and Police.
14. To attend external training courses as required including SIA public space CCTV monitoring, Siemens Zen Grab and Police Airwaves radio communication.
15. To obtain an SIA public space CCTV license (renewable every 3 years) and undertake enhanced security vetting by Greater Manchester Police on an annual basis.
16. To review crime pattern analysis and engage in regular dialogue with Greater Manchester Police, Registered Social Landlords, SCC Environmental Crime and ASB Teams for the purposes of ensuring an up to date knowledge of crime hotspots and an ability to monitor and respond to areas of greatest risk.
17. To undertake bus lane enforcement review, validation and rejection on behalf of the City Council, validating and rejecting contraventions in full accordance with the Code of Practice for Bus Lane Enforcement and the Transport Act 2000.
18. To prioritise work as required to ensure that all bus lane contraventions are processed within a time period not exceeding 14 days. To accurately record and circulate details of any ‘permitted’ vehicles seen entering bus lanes which do not appear on the City Councils ‘Approved vehicle white list’.
19. To provide witness testimonies as required in respect of Bus Lane contraventions that are subject to appeal and CCTV footage that is captured and used in criminal prosecutions.
20. To carry out duties with full regard to Salford City Council’s Equal Opportunities, Health & Safety and Community Strategy policies.
21. To operate in full compliance with the Data Protection and Human Rights Act, ensuring the safe storage and transmission of sensitive personal data.
22. To participate in effective shift handovers ensuring that staff taking over the shift are provided with all relevant information, including details of outstanding actions and jobs.
23. To undertake such additional duties as are reasonably commensurate with the level of the post.
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**Review arrangements:**

The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the council will expect to revise this job description from time to time and will consult with the postholder at the appropriate time.

**Date job description prepared/revised: 25th January 2018**

**Prepared/revised by: Stephen Kearney**

**Agreed job description signed by holder:**