

**JOB DESCRIPTION**

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| **Post Title:** Emergency Control Co-ordinator | | | |
| **Department:** Corporate Core | | **Establishment/Post No:** | |
| **Division/Section:** Community Safety Service | | **Post Grade:** Grade 8 SCP 12 – 17 | |
| **Location:** Bradley Fold Depot | | **Post Hours:** 37 hours – Rota covering Days, Evenings and Nights. | |
| Special Conditions of Service:  * Paid meal breaks taken within the Control Centre (equivalent to 20 minutes every 6 hours pro-rata) * Maintain an appropriate valid Security Industry Association (SIA) CCTV licence * Regular DBS checks in accordance with BS7858 | | | |
| **Purpose and Objectives of Post:**   * To operate the Control Centre and provide an efficient and effective communication base via telephone, radio and ICT for Bury Council and where appropriate partner agencies. * To receive emergency calls and take appropriate action to resolve them. * To monitor all emergency alarms efficiently and ensure follow up action is taken. * To proactively monitor all blank screen CCTV activations and District Centre CCTV, to detect and prevent crime and/or anti-social behaviour. * To liaise with all Council departments, Police, businesses and residents to address operational problems and to reduce risk and incidents of crime and to improve quality of life and general sense of safety. | | | |
| **Accountable to:** Operations and Emergency Response Manager | | | |
| **Immediately Responsible to:** Operations Supervisor – Control Room | | | |
| **Immediately Responsible for:** None | | | |
| **Relationships: (Internal and External):** Internal Other Corporate Core department employees and other employees of the Authority External Emergency Services and other Public Bodies and Utilities  Members of the Public  Contractors and other partner agencies | | | |
| **Control of Resources:**  Equipment/Materials: Communication equipment, security monitoring equipment, access control systems, CCTV hardware and software equipment and all other equipment in the Central Control Room.  Health and Safety: Ensures compliance with health and safety guidelines and instructions as set out in the Council’s and sections Health and Safety policies and procedures. Reports incidents and hazards. | | | |
| **Duties/Responsibilities:**  **Control Centre Operational Efficiency and Effectiveness**  1. To receive daytime and all out of hours telephone calls on any aspect of the Authority's activities. To determine the appropriate action, establish contact and requisition/allocate work, as necessary, in order to deal with those calls. This is to include the deployment of both council employees and contractors where applicable.  2. To monitor and maintain comprehensive logs on all emergency and relevant non-emergency calls, alarm activations, CCTV and other relevant intelligence occurrences and action taken over a 24 hour period.  3. To provide a comprehensive communication base for all Local Authority and partner agency/client services and record and action messages in accordance with set procedures.   1. To respond where applicable to other radio communication systems e.g. BBAC in order to assist the public and partners agencies e.g. Police to reduce crime and to enhance community safety. 2. To carry out contact procedures by radio or telephone in accordance with contact lists and systems provided. 3. To notify operational divisions of communications regarding severe weather, new road works and other possible hazards that need to be recorded. 4. To operate CCTV, alarm receiving and other Control Centre equipment in accordance with set procedures. 5. To monitor and respond to alarm activations on Council and other premises including void Council dwellings, contacting appropriate agencies/personnel when required. 6. To provide a loan worker service via fax and/or e-mail to all Council Departments and vulnerable staff who wish to use this facility. To keep records up-to-date and notify listed contacts immediately if a worker does not contact the Control Centre at the designated time. 7. To relay emergency calls to Police, Fire, Ambulance Services and Public Utilities. 8. In the absence of a Supervisor test the Control Room Fire Alarm System, on a weekly basis, and record details in the register. 9. To take appropriate action in the event of fire alarm activation within the control room premises and ensure staff working within the building are accounted for.   **Management Information, Resources and Administration**   1. To ensure the maintenance of accurate and up-to-date records both manual and PC based. 2. To maintain files containing Service Agreements, Equipment Data and Licence Details. 3. To receive, register, hold and release keys and other items of equipment e.g. cash and gas/electric credit cards for Local Authority Departments and client properties and vehicles. 4. To proactively contribute to the gathering of intelligence and the recording, review and monitoring of information and events that will help to detect and reduce crime, disorder and anti-social behaviour. 5. To maintain all tape management and data systems to audit standard and comply with Data Protection requirements in accordance with procedures for public area and other CCTV monitoring. | | | |
| 1. To deputise, where appropriate, for Emergency Control Operations Supervisor to ensure continued service delivery.   **Quality and Service Development**   1. To promote the image and customer care policies of the Authority at all times. 2. To liaise closely with Team Leaders and other Controllers to ensure continuity of service delivery and the achievement of performance management targets. 3. To participate in a positive way to the further development of the Control Centre by contributing to the creation of procedures and databases for existing and new systems and personal development via training.   **Corporate, Service and Statutory Responsibility**   1. To proactively contribute to the requirements of Section 17 of the Crime & Disorder Act 1998 and the achievement of identified targets contained within the borough’s Community Safety Partnership strategies. 2. To participate in and operate within Emergency Plan Procedures. 3. To attend court and give evidence as requested on behalf of the Council relating to all aspects of the Control Room. 4. To give witness statements as required to official bodies e.g. The Police, HM Customs. 5. To contribute to the maintenance of safe working practices/tidy, clean and safe environment in accordance with the Authority’s and Sections Health and Safety policies and procedures.   **Safeguarding:**  As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.  **Equality Diversity and Inclusion:**  Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.  **Health and Safety:**  The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.  **Health and Wellbeing:**  As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues. | | | | |
| Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service). | | | | |
| **Job Description prepared by:** | **Sign:** | | **Date:** | |
| **Agreed correct by Post Holder** | **Sign:** | | **Date:** | |
| **Agreed correct by Supervisor/Manager:** | **Sign:** | | **Date:** | |



**DEPARTMENT FOR RESOURCES AND REGULATION**

**EMERGENCY CONTROL CO-ORDINATOR**

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| **CORE BEHAVIOURS FOR THE POST (Please tick those relevant)** | | | |
| Commercial Thinking & Analysis |  | Planning | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |
| Customer Service | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png | Developing Self & Others |  |
| Delivering Results | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png | Teams, Networking & Partnerships | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |
| Values, Ethics & Diversity |  | Adapting to Change | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |
| Delivering a Quality Service(Continuous Improvement) | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |  |  |

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| **ASSESSMENT METHOD** | **SHORT-LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Application Form & Production of Certificate (s) | Must hold a Front Line CCTV SIA Licence | ✓ |  |
| Application and Interview | Knowledge and understanding of the workings of a Control Room/Call Centre in the public/private sector | ✓ |  |
| Application and Interview | Ability to deal with emergency situations | ✓ |  |
| Application and Interview | Ability to use initiative and resolve problems speedily when dealing with day to day calls | ✓ |  |
| Application and Interview | Ability to use a two-way radio system effectively | ✓ |  |
| Application and Interview | Effective communication skills both written and verbal | ✓ |  |
| Application and Interview | Experience of working shifts covering 24 hours year round service | ✓ |  |
| Application and Interview | Prepared to work as part of a team | ✓ |  |
| Application and Interview | Conversant with intruder, fire and CCTV systems | ✓ |  |

**CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS**

**The short-listing criteria listed plus the following:**

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| **ASSESSMENT**  **METHOD** | **CRITERIA** |
| Interview | Demonstrable experience of deploying services within a large organisation in response to operational demands and emergencies. |
| Interview | Ability to maintain comprehensive logs for all responses to calls arising during the shift. |
| Interview | Ability to receive and relay all incoming telephone and radio traffic clearly and effectively. |
| Interview | Ability to update shift members with events and information required to effect a smooth shift change over. |
| Interview | Ability to deal with callers who may be angry, confused or anxious in a calm, reassuring and non-judgmental manner and maintain confidentiality at all times. |
| Interview | Have a flexible approach to changing shift patterns often at short notice. |
| Interview | Familiar with the use of PC systems. |
| Interview | Willingness to undertake training and development activities. |