# Tameside Metropolitan Borough Council Adults, Operations, Community Operational Response Teams

# Emergency Control Operator

**Job Description**

## Post Objective(s)

To work as part of a team under the direction of the supervisor. To provide a 24-hour, 365-day call centre service by being responsible for receiving emergency calls, taking appropriate action and recording all calls received.

## Main Duties and Responsibilities

1. To operate screen based care and security systems and act appropriately on receipt of alarm calls or emergency situations.
2. To receive and establish the nature of the call, log as necessary and respond by giving direct information or by interacting between the caller and the appropriate service unit or external agency.
3. To deal with enquiries and alarms and to liaise and communicate with other service units and external agencies as appropriate.
4. To assist in the development of information systems and training of colleagues in relevant functional areas.
5. To retain and record such information as appropriate and maintain records and statistics as required.
6. To use all systems within the control room and assist in ensuring that they all operation in accordance with training received, written procedures and operating manuals.
7. To assist in obtaining all relevant information from service users, other service units and external agencies which all enable emergency control staff to provide an efficient point of contact service to customers.
8. To receive complaints and compliments made by telephone, ascertain the nature of the complaint/compliment and respond appropriately.
9. To be prepared to cover for holidays and sickness, as required, for any duty rota within a 24-hour period.
10. To regularly attend staff meetings and training sessions for the continual development of service and staff.
11. To work with the Emergency Control Coordinator and other colleagues in the effective operation of the control centre.
12. To perform any other duties that corresponds reasonably to the general level of the post and is commensurate with its level of responsibility.

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**Person Specification**

|  |  |  |
| --- | --- | --- |
| **Education and Qualifications** | 3 GCSE grade C or above/4-9 including English and Maths | D |
| L2 Functional Skills Numeracy and Literacy Certificate | D |
| **Training** | British Telecom | D |
|  |  |
| Keyboard skills | E |
| **Experience** | Working in a control room environment dealing with emergency calls | D |
| Clerical skills | E |
|  |  |
| **Skills** | Computer keyboard skills | E |
| Knowledge of Windows software and databases | D |
| Ability to communicate precisely | E |
| **Knowledge** | Good knowledge of community services and an appreciation of Local Government Working | D |
| **Aptitude and Personal Qualities** | Accuracy | E |
|  | Ability to work under pressure | E |
|  | Ability to work as a team member | E |
|  | Prepared to work unsociable hours (including bank holidays and weekends) | E |
|  | Punctuality and good attendance | E |
|  | Polite and courteous manner | E |
|  | The ability to converse at easy with service users/customers and provide advice in accurate spoken English | E |

**Key Information**

* **Essential Requirement (E)**Without which the candidate would be unable to carry out the duties of the post
* **Desirable Features (D)**This would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did now have the qualifications, training, experience etc.