

Wirral Council: Job Role Descriptor

Job Role:	Emergency Control Room Officer
Service:	Community Patrol Service
Reports to:	Senior Officer – Community Patrol Service
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	CS&CE0072G
Job Family:	Neighbourhood (Community Safety)
Grade:	Band E

JOB ROLE PURPOSE

Responsible for the call handling of incoming emergencies and enquiries, from the public and outside agencies, working in a team operating a 24-hour service.

Monitor the Authorities public space CCTV camera system providing 24-hour monitoring.

Always ensure the integrity and security of the Control Centre.

KEY TASKS

1. Responsible for handling incoming phone enquiries from the public and outside agencies in a professional manner.
2. To act as the Authorities main point of contact for emergencies and emergency planning.
3. Monitoring and operating CCTV equipment in accordance with the Code of Practice and Operations Manual. Analysis of CCTV images seen, and determination of what resources need to be deployed to the incident. Production of evidential material for processing to the Police or other agencies including statements and attendance at court where required.
4. To deal with telephone calls on behalf of the Emergency Duty Team, process referrals and prioritise Calls.
5. Accurately record details of the enquiry and use the available technology to alert the appropriate on call duty officer within the Council.
6. Update appropriate service records and data bases as required.
7. Responsible for the supply of relevant information in accordance with policies and procedures.
8. Liaise with other departments and outside agencies in emergency situations.

9. Receive activations or alerts to faults in alarm systems and alert the relevant officers or agencies as appropriate.
10. Interpret a variety of information in relation to enquiries and advise accordingly.

KEY RESPONSIBILITIES

People

No supervision of staff.

Develop constructive working relationships with colleagues and customers: sharing knowledge with colleagues and providing advice and support to clients and customers.

Financial

No financial responsibility.

Strategic

Work to policies and procedures.

Resources

Operate and maintain Control Room systems (electronic and manual).

Responsible for the correct handling of personal and confidential data, in accordance with Council policies and procedures.

Planning and Organising

Request appropriate action from both in-house service and partner agencies to respond to incoming emergencies.

Work to relevant deadlines.

Decision Making

Deal with Emergency calls into the ECR out of hours, and direct them to the responsible agencies as required for action.

Deploy resources where applicable to deal with emergency situations.

Resolve issues arising from complaints and public and partner enquiries.

Escalate problems to line manager when next available.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Excellent literacy and numeracy (evidenced if possible, by formal qualifications)

Knowledge & Skills:

- Ability to produce clear, succinct, and well-structured written work.
- Operate the Authorities CCTV system
- Effective communication skills and interpersonal skills
- An understanding of delivering excellent customer care.
- Understanding of confidentiality requirements
- Ability to work under own initiative and prioritise work within a pressurised environment to meet deadlines.

Experience

- Experience of using media and IT packages.
- Experience of working in a confidential environment.
- Dealing with customers in difficult situations.

Desirable Criteria

Knowledge & Skills

- Understanding of the implications of the Data Protection Act.

Experience

- Experience of working in a control room environment.
- Experience of joint agency working.

ADDITIONAL WORK ELEMENTS

- Required to work a structured shift pattern to provide out of hours evenings, nights, weekends, and public holidays staffing of this service and demonstrate a flexible approach to working shifts.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date 18th February 2021