CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Health and Wellbeing** | **SERVICE GROUP: Safe and Sound** |
| **POST TITLE: Casual Control Room Operator** | **REPORTS TO: Safe and Sound Team Leader** |
| **GRADE: Band 4 - £12.65 per hour** |  |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:** | | | |
| Bradford Adult Services, Health and Wellbeing department operate Safe & Sound, a 24-hour community alarm service that provides a monitoring provision to older and vulnerable people throughout the Bradford and Airedale district.  Our aim is to provide peace of mind and emergency support to users within their own home via the use of Technology Enabled Care | | | |
| **Main Responsibilities of Post:** | | | |
| As a Control Operator you would be the main point of contact for our Safe & Sound users and will assist in coordinating responses according to individual need and departmental procedures.  You will work alongside a number of internal and external agencies:   * Internal agencies such as B.E.S.T, social workers and support workers * West Yorkshire Fire and Rescue * GPs and District Nursing Teams * Yorkshire Ambulance Services * West Yorkshire Police * Carers Resource * Homecare Providers * Family members * External Housing schemes   You will be required to record, maintain and communicate relevant information both in writing and verbally, in line with the Councils GDPR and data protection policies.  You will be expected to have an understanding of the needs and issues faced by vulnerable people within our communities.  You must have customer service experience including experience of telephone information/advice work and an ability to write concisely and legibly, together with experience of using computer systems/information technology. A background or knowledge of the social care sector is desirable.  You must have at least 3 GCSE grade A-C or equivalent, to include English, or additional experience demonstrating skills and knowledge at this level. A qualification in Health and Social care is desirable but is not essential.  **Please refer to the Job Profile for full details of experience and qualifications required for this post.**  **For further information regarding this post please contact Lindsay Summers, Safe and Sound Team Leader on 07484 535311 or email lindsay.summers@bradford.gov.uk** | | | |
| **Structure:**  Safe and Sound Team Leader  Safe and Sound Operator  Safe and Sound Operator  Safe and Sound Operator  Safe and Sound Operator  Safe and Sound Operator  Safe and Sound Operator | | | |
| **Special Knowledge Requirement. Will be used for shortlisting. Max 10** | | | |
|  | | | **Essential** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. | | |  |
| Due to the Government’s Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the Advanced threshold level which will be applied where the postholder requires a greater level of sensitive interaction with the public.  You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview). | | | X |
| Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of  work | | |  |
| Uses a range of complex IT packages relating to area of work | | | X |
| Ability to adopt a process of continual improvement and suggest ways of  working more efficient and effectively to improve service delivery. | | |  |
| Knows and understands how to use, interpret, handle and communicate  information | | | X |
| You must have customer service experience including experience of telephone information/advice work and an ability to write concisely and legibly, together with experience of using computer systems/information technology. | | | X |
| Able to communicate sensitively and in an appropriate manner which considers the diverse needs of our communities | | | X |
| Able to carry out multiple activities and prioritise while maintaining a focus on the customer | | | X |
| Forms good working relationships within formal operating structures with clients and customers | | | X |
| Able to assimilate and apply complex and detailed information and relay it to customers | | | X |
| Demonstrate understanding of the organisation, its role in the community and what it has to offer customers | | | X |
| **Relevant experience requirement: Will be used for shortlisting** | | | |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet either the Advanced threshold level outlined under Special Knowledge above. | | | |
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| **Relevant professional qualifications requirement: Will be used for shortlisting** | | | |
| 3 GCSE at grade C and above to include Maths and English, Alternatively NVQ 2 or above in Health and Social Care | | | |
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| **Core Employee competencies to be used at the interview stage.** | | | |
| **Carries Out Performance Management** | | | |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard. | | | |
| **Communicates Effectively** | | | |
| Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information**.** | | | |
| **Carries Out Effective Decision Making** | | | |
| Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. | | | |
| **Undertakes Structured Problem Solving** **Activity** | | | |
| Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships. | | | |
| **Operates with Dignity and Respect** | | | |
| Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face. | | | |
| **Working Conditions:** | | | |
| An Office environment working in a control room answering calls. Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions. | | | |
| **Special Conditions:** | | | |
| None | | | |
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| **Compiled by: Lindsay Summers**  **Date: 03 03 2025** | **Grade Assessment Date:** | **Post Grade:4** | |