

## TENDRING DISTRICT COUNCIL

### JOB DESCRIPTION

**Service Unit:** Operational Services

**Post No:** 10001305

**Job Title:** Control Centre Support Administration

**Grade:** 2 - 3

**Reports to:** Control Centre Service Development Manager

#### 1. Job Purpose

To provide administrative functions required by the Control Centre and undertake other Control Centre duties as necessary.

#### 2. Key Activities

- Provide administration to support the Control Centre, including coordinate all appointments for the mobile Staff, Including telephone assessments, Installations, and Annual Reviews.
- To establish and maintain a good general knowledge of all the different facets of the Control Centre and its objectives in order to respond to customer queries, face-to-face or by telephone.
- Maintain records of expenditure and budgetary records through use of the appropriate systems or Excel spreadsheets.
- Monitor the Careline showroom ensuring any callers are greeted respectfully and their requests actioned in a timely manner.
- Maintenance of relevant information and promotional materials in the Careline showroom.
- To attend training and team briefing sessions and to participate in the process of continuous improvement in customer service
- Attend meetings and deal with enquires on behalf of the Senior Administrator during times of annual leave.
- Supervision and training of Careline Apprentices
- Stock control (telecare equipment and office stationary).
- Deputise for Senior Administrator at meeting or presentations when necessary.
- Such other duties as may be required.

### 3. Corporate Responsibilities

You must work to any standards imposed by the Council in maintaining and improving its status under Investors in People (IiP)

You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including Age, Alcohol, Drugs and Substance Abuse, Equality and Diversity, Flexible Working Hours, Discipline, Grievance, Harassment, Health, Safety & Welfare; Lone Working, Managing and Developing Personal Performance (MDPP), No Smoking, Sickness & Ill Health, Stress, Race Awareness, Violence at Work and Working Time Regulations. E-Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

Must maintain high quality corporate and service standards and best practice as required.

Must work towards achieving good performance on relevant performance indicators both local and statutory as part of a team.

### 4. Special Conditions

The post-holder will;

Work to adhere to Regulatory Frameworks such as the Telecare Service Association (TSA), CCTV Codes of Practice

Communicate with other departments and outside organisations. The work may involve changing rapidly from one task to another during the working day.

Be expected to work under his or her own initiative.

Work to attain optimum performance to service delivery within your area of responsibility.

Keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.

Seek the advice of the Control Centre Supervisor or Control centre Service Development Manager on difficult, sensitive or contentious issues.

Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.

***This job description is a guide to the duties the post-holder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.***

**TENDRING DISTRICT COUNCIL**

**PERSON SPECIFICATION**

**Job Title:** Control Centre Support Administrator

**Post No:** 40001046

**9.1 PROFESSIONAL & TECHNICAL DEVELOPMENT**

- GCSE passes or equivalent (Grade C or above) in English and Mathematics.
- NVQ Level 2 or equivalent in customer service
- Ability to use IT systems including the Microsoft Office Suite – Word, Excel etc
- Knowledge of Telecare equipment
- Full clean driving licence.

**COMPETENCY REQUIREMENTS**

The following competencies will be used in making the initial selections decision.

<b>Working with People</b>	<ul style="list-style-type: none"> <li>a) Demonstrates an interest in and understanding of others</li> <li>b) Adapts to the team and builds team spirit</li> <li>c) Recognises and rewards the contribution of others</li> <li>d) Listens, consults others and communicates proactively</li> <li>e) Supports and cares for others</li> <li>f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses</li> </ul>
<b>Presenting and Communicating Information</b>	<ul style="list-style-type: none"> <li>a) Speaks clearly and fluently</li> <li>b) Expresses opinions, information and key points of an argument clearly;</li> <li>c) Makes presentations and undertakes public speaking with skill and confidence;</li> <li>d) Responds quickly to the needs of an audience and to their reactions and feedback;</li> <li>e) Projects credibility.</li> </ul>
<b>Analysing</b>	<ul style="list-style-type: none"> <li>a) Analyses numerical data, verbal data and all other sources of information</li> <li>b) Breaks information into component parts, patterns and relationships</li> <li>c) Probes for further information or greater understanding of a problem</li> <li>d) Makes rational judgements from the available information and analysis</li> <li>e) Produces workable solutions to a range of problems</li> <li>f) Demonstrates an understanding of how one issue may be a part of a much larger system.</li> </ul>
<b>Delivering Results and Meeting Customer Expectations</b>	<ul style="list-style-type: none"> <li>a) Focuses on customer needs and satisfaction;</li> <li>b) Sets high standards for quality and quantity;</li> <li>c) Monitors and maintains quality and productivity;</li> <li>d) Works in a systematic, methodical and orderly way;</li> <li>e) Consistently achieves project goals.</li> </ul>
<b>Following Instructions and Procedures</b>	<ul style="list-style-type: none"> <li>a) Appropriately follows instructions from others without unnecessarily challenging authority</li> <li>b) Follows procedures and policies</li> <li>c) Keeps to schedules</li> <li>d) Arrives punctually for work and meetings</li> <li>e) Demonstrates commitment to the organisation</li> <li>f) Complies with legal obligations and safety requirements of the role</li> </ul>