

JOB DESCRIPTION & PERSON SPECIFICATION

Group:	CHIEF EXECUTIVE'S
Division:	Finance and Digital Services
Section:	Customer Services
Sub Section:	Contact Centre
Post Title:	Lifeline & Out Of Hours Operator
Vision Post Number:	TBC
Grade:	Grade 6
Responsible to:	Deputy Contact Centre Manager
Posts Reporting to this Post:	N/A
Team:	Contact Centre
DBS Required Level:	N/A
Location:	Ty Elai
Date of Description:	01/08/2019

KEY OBJECTIVES

- 1. To respond to Lifeline clients and Council Out of Hours emergencies, to reassure and/or proactively refer to responders as required.**
- 2. To undertake pro-active calls to support regular well-being of individuals to meet the overall objective for a proactive preventative approach.**
- 3. To work closely with social care assessment and installation teams to deliver and promote Lifeline and Telecare services.**
- 4. To respond to the Council's Out of Hours Emergencies in the appropriate manner, in line with agreed processes and procedures.**

5. To work a 24hr shift pattern for resilient 24/365 operations including bank holidays and weekends.

SPECIFIC RESPONSIBILITY

1. To ensure that all aspects of the service are carried out in accordance with current legislation, regulations, recognised best practice and to achieve specified performance targets.
2. To receive calls from dispersed alarms, which would include additional peripheral alarm devices, sheltered housing schemes and out of hours calls. To handle multiple calls, prioritising based on risk factors and determining appropriate course of action in line with agreed process maps and scripting.
3. To undertake pro-active calls to support regular well-being of individuals to meet the overall objective for a proactive preventative approach.
4. To provide support to Social Care services within the daytime Contact Centre, and wider Contact Centre functions when the Contact Centre is closed and emergencies arise.
5. To monitor and maintain telecare units for customers within Rhondda Cynon Taf. To update, amend and enter client and equipment details on the appropriate databases and pass to the relevant back office function.
6. To receive emergency calls and act as representatives for other Divisions within the Council during out of office hours, which would include the use of any relevant databases.
7. To receive emergency calls (both community alarm and emergency repair) for Registered Social Landlords and deal with calls as per the procedures detailed in the relevant tier documents.
8. To monitor lone workers during out of office hours, and act appropriately in an emergency situation.
9. To take ownership of mis-directed calls whilst on duty; acting as the customer's agent by ensuring the appropriate details are taken and passed to the relevant service area on their behalf, including emergencies (see 5 above).
10. To assist with the maintenance of service equipment as required (e.g. testing & programming of community alarm equipment).
11. To monitor the Piper Network Computer for all sheltered complexes within Rhondda Cynon Taf and report any faults to Tunstall Telecom and the relevant Wardens.

12. To complete general office administration which includes the correct recording of lifeline information, the handover of ongoing actions/issues from one shift to the next.
13. To monitor severe weather warnings and inform key officers as per the distribution list supplied and maintained by Emergency Planning.
14. To follow the emergency procedures to ensure continuity of the service therefore minimising the risk to customers.
15. To adhere to the shift pattern allocated shifts and to follow the Health & Safety protocols in place.
16. To be flexible and receptive in accepting changes to shift patterns/rotas, on a voluntary basis.
17. The above list is an indication of the duties, which will normally be expected of this post. However, it is not an exhaustive list and the post holder may be required to undertake other duties, which are within the scope of the post.
18. The post may develop with changing working methods and to address service priorities and the duties will be subject to reasonable change.
19. The Contact Centre also requires that employees work both flexibility and co-operatively to ensure that service priorities are met.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).

PERSON SPECIFICATION

This Person Specification sets out the knowledge and/or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE/ EDUCATION	<p>Firm commitment to continuous professional development.</p> <p>An understanding of e-services and web development within the Council.</p> <p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online www.rctcbc.gov.uk/WelshSkills.</p>	<p>NVQ in Customer Services.</p> <p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p>
EXPERIENCE	<p>Of dealing with Customers.</p> <p>Of using a range of IT applications (including Microsoft suite).</p> <p>Of interacting with colleagues.</p>	<p>Of working in Contact Centres.</p>
COMPETENCIES		
Working with Others	<p>Knows the role of other teams and individuals and uses this to help resolve Service Users' issues.</p> <p>Supports other team members when required, particularly new team members.</p>	

Communicating Effectively	<p>Passes on accurate information to other service areas.</p> <p>Listens to others and actively checks their understanding.</p>
Meeting Customers' Needs	<p>Focuses on resolving customer queries quickly.</p> <p>Anticipates what else a customer might need, and provides them without being asked.</p> <p>Knows what issues they can resolve themselves and when to refer upwards.</p>
Demonstrating Technical Ability	<p>Has a high level of accuracy and pays attention to details.</p> <p>Understands data protection and doesn't disclose private information inappropriately.</p>
Achieving Results	<p>Is always punctual and ready to start work on time.</p> <p>Takes initiative and can work without close supervision.</p> <p>Prioritises tasks according to importance for the Council.</p>
Demonstrating Professionalism	<p>Always demonstrates that they take pride in representing the Council.</p> <p>Is resilient and works effectively under pressure.</p>
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	