

Control Centre Team Manager

Closing date: 18th March 2019
Interview date: 28th March 2019



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Applying For This Vacancy

Please read the information in this document before you complete your application form.

You will need to make clear in your application form:

- **Why you are interested in the position**
- **What relevant skills and experience you have (refer to the Job Description and Person Specification)**

Please complete the online application form in full as shortlisting will be based on the information provided on your application form.

Go to the job advert page and click on “Apply online”. You will be asked to register before you can complete your online form. Tips on applying online can be found at:

<https://www.bracknell-forest.gov.uk/jobs/applying-job/tips-online-applications>

We will be in touch with you via your email address.

You can still access the job details/application pack and view your application form after the closing date by logging into your account. You can also check the status of your application (e.g. whether shortlisting has taken place) in the same way.

Any problems?

If you have any queries about your application, please contact the recruitment team at Recruitment@bracknell-forest.gov.uk

If you experience any technical issues with your application, please contact the Jobsgopublic support team at support@jobsgopublic.com or call 0207 427 8250.

Our preferred method of application is online, but if you are unable to do this, please contact the recruitment team, as above.



Forestcare is a 24 hour control centre providing services in three main areas:

- Monitoring community lifeline alarms and residents alarms in sheltered accommodation
- Respond to emergency homecare requests and provide personal care and assistance in individuals own homes.
- Monitoring lone worker alarms.
- The contact point for Bracknell Council and partner agencies emergencies outside normal office hours.

Do you have experience as a manager in the care or telecare sector, are you looking for something out of the ordinary and exciting for your next challenge? If the answer is yes, then Forestcare may be the place for you!

This post is based in our Control Centre which is located in the heart of Bracknell. The purpose of this role is to be responsible for the rota to ensure compliant and adequate staffing levels in order to provide emergency care and support through various innovative means which are respectful, empowering and respond to individual needs and wishes. The role covers all aspects of Forestcare services in a range of settings including telecare support or face to face personalised care.

Your actual working times will be as part of a Control Centre Team Manager rota which will provide support to the Emergency Response Officer team and ensure that they are meeting targets; this will include weekends, bank holidays and covering the Team Manager during periods of absence including participation in an on call rota.

We are looking for a strong, forward thinking manager who is able to motivate and drive our very unique team. Act as a role model and champion quality and performance in all that Forestcare delivers by consistently demonstrating high quality examples of Leadership behaviours

You will also need to have attention to detail and be able to use our IT systems to extract information and log calls. Empathy and sensitivity are also vital when working with vulnerable people.

For further information or an informal discussion please contact Louise Thompson on 01344 786500.

Job Description

Authority: Bracknell Forest Council	Department/Division People Directorate
Job Title: Control Centre Team Manager	Location: Forestcare, The Commercial Centre
Date: May 2017	Grade: G

JOB PURPOSE:

Forestcare is a 24 hour control centre providing services in three main areas:

- Monitoring community lifeline alarms and residents alarms in sheltered accommodation
- Monitoring lone worker alarms.
- The contact point for Bracknell Council and partner agencies emergencies outside normal office hours.
- Respond to emergency homecare requests and provide personal care and assistance in individuals own homes.

You will be expected to oversee and participate with answering calls and respond to emergency and non emergency calls in line with set down procedures.

This post is based from our Control Centre. The purpose of this role is to oversee and participate in a rota to provide emergency care and support in ways that are respectful, empowering and respond to individual needs and wishes, in a range of settings either via telecare support or face to face personalised care.

You will need to be proactive, enthusiastic and empathetic to the challenges faced by vulnerable individuals but also enable them to overcome such obstacles they may face.

Your actual working times will be as part of a Control Centre Team Manager rota which will provide support to the Emergency Response Officer team and ensure that they are meeting targets; this will include weekends and bank holidays.

Control Centre Team Managers work in a very busy and demanding environment. You will need to be flexible with exceptional organisational and communication skills. The ability to motivate staff to ensure outstanding customer service is provided at all times is essential, as is the need to prioritise your workload and manage your time effectively.

MAIN DUTIES AND RESPONSIBILITIES

- To provide line management, supervision and yearly appraisals to Emergency Response Officers
- To ensure each Emergency Response Officer has a training and development plan in place linked to CQC and TSA Industry Standards
- To be responsible for the induction of all new Emergency Response Officers and ensuring all new starters are fully supported
- Complete staff risk assessments and review accordingly
- Effectively manage the performance of team members

- Attend and chair monthly team meetings
- Manage absence, performance and disciplinary issues
- Manage the workload of staff, to meet the priorities and needs of the service
- Take the lead in ensuring the Disaster Recovery plan is put in place either in or during weekly testing or a real emergency
- Ensure industry accredited standards are met and the service continues to go from strength to strength
- Managing the staff rota, ensuring the rota has the right level of staff with the adequate skill level on each shift to ensure effective and safe service delivery
- Assess the care and support requirements of customers who are in need of personal care and lifting, ensuring appropriate triage and risk management is carried out
- You will ensure Emergency Response Officers answer calls within the standards set by the TSA's Code of Practice
- Ensure outstanding customer service is given at all times
- Ensure that information received is processed, recorded and completed accurately with due regard to its priority and sensitivity in accordance with procedures and legislation
- Ensure that customer information is accurate and up to date giving due regard for the importance of processing on-going issues in a clear and timely manner to facilitate an effective handover between shifts
- To ensure customers are responded to in line with company policy
- To ensure that all customers are correctly identified and their requirements are established.
- Contribute to the development of a continuous improvement plan to ensure it meets corporate objectives
- Ensure services are delivered in line with internal & external key performance indicators (KPI's)
- To be fully conversant and able to operate information technology and other equipment in the control centre to maximise effectiveness and improve customer service
- Complete the Control Centre Team manager's Daily Checks in a timely manner
- Provide support to staff in challenging situations
- Protect the reputation of Forestcare & Bracknell Forest Council at all times
- Deal with written and telephone enquiries relating to Control Centre service issues
- Complaint handling in writing and over the telephone
- Process Emergency Response Officer's Timesheets & Overtime Claims for

authorisation by the Forestcare Manager in a timely manner

- Attend Corporate Customer meetings and reviews as required
- Participate in Customer forum's
- Contribute to Service Industry (CQC & TSA) Annual Audit's and Ad Hoc Inspections
- Such other duties as may from time to time be necessary, compatible with the nature of the post

SCOPE OF JOB (Budgetary/Resource control, Impact)

Each Control Centre Team Manager provides line management for a number of specific Emergency Response Officers. Forestcare operates 24-7, 365 days a year. The Control Centre Team Manager will work part of a shift pattern over 7 days covering a mixture of Early, Late and Night shifts.

Person Specification

Job Title: Control Centre Team Manager		Department/Division: People Directorate - Forestcare	
Authority: Bracknell Forest Council		Post Reference No:	
KEY CRITERIA		ESSENTIAL	DESIRABLE
Qualifications & Training:		Good general standard of education. English and Mathematics GCSE or equivalent.	Management Qualification First Aid Qualification
Competence Summary (knowledge, abilities, skills, experience)		Keyboard and typing skills. Confident using IT systems, especially Microsoft Word and Excel. Confident in accessing and using the internet. Good telephone and interpersonal skills. Excellent Customer Service skills.	Experience of working in a customer focused environment. Ability to learn new software packages. Experience of managing staff within a team
Work-related Personal Requirements		Able to work as part of a team Organisation and prioritisation skills. Effective Time Management Skills Understanding of Confidentiality and Data Protection issues. Understanding of and commitment to the requirements for safeguarding children, young people and vulnerable adults. Attention to detail. Empathy with customers & an understanding of their needs Pro-active approach to work tasks. Able to use own initiative and work with minimal supervision. A strong team player. Willing to work flexibly. Problem solving skills	Training in Data Protection/ confidentiality. Experience of working with vulnerable adults. Knowledge of Telecare Technology and an understanding of the demands on services supporting vulnerable people
Other Work Requirements		Satisfactory enhanced Disclosure and Barring Service check. A valid driving licence.	

About the Department

The following link takes you to more information about our Department:

<https://www.bracknell-forest.gov.uk/council-and-democracy/how-council-works/council-staff-and-departments>

About Adult Social Care, Health & Housing at Bracknell Forest

Bracknell Forest is at the forefront of developing and delivering innovative services to vulnerable members of the community. What drives our highly regarded work is an underlying belief that every person matters, that everyone deserves the highest possible levels of care and support and that people deserve the opportunity to make choices that suit their individual needs. Finally, we recognise that what most vulnerable people need is the chance to live their lives as fully as possible without unnecessary intervention, but instead have access to appropriate support, assistance and rehabilitation.

At Bracknell Forest we believe passionately in our people who provide such vital services to vulnerable members of our community. This is no idle boast we invest heavily in learning and development, we are committed to multi-disciplinary working to help our teams deliver more effectively and feel a greater sense of achievement and recognition for their efforts. We have strong partnerships in place with PCTs and hospitals; we encourage our people to contribute ideas in regular informal and formal settings and we get our team members involved in decision making processes bringing their experience and front-line knowledge to bear influencing those decisions.

Location

Forsetcare

Work Style

Your work style is "Fixed". This is primarily a desk bound role that requires the user to be in the office location for most of their working hours. Further details of the workstyles can be found in the Council's Flexible Working Policy.

Learning and Development

It is important to us that you feel confident and able to do a good job. We actively encourage all employees to take up the wide variety of learning and development available. We use a formal appraisal process and electronic training needs analyses to identify skills gaps and personal development opportunities.

As well as face to face workshops, we support coaching and mentoring opportunities, secondments, project working and access to a range of e-learning.

Values and Behaviours

The council shares a set of values that we try to demonstrate in all that we do.

We are **Forward thinking** – we innovate, we plan, we focus on delivery.

We are **Open-minded** – we learn from what we do and are open to new ways of doing things.

We are **Respectful** of others – and treat them as we would wish to be treated ourselves.

We **Work together** as one Council, and we work together with partners and customers.

We are **Adaptable** - we embrace change, and we are flexible.

We are **Resilient** - we bounce back from setbacks and we find a way to carry on.

We are **Determined** – we have a “can do” attitude.

We show that we have these values in what we do, and how we do it.

It's important that we can learn and change; that we can find ways to solve problems; that we do the right things in the most cost-effective way; that we help to make things happen; that we are business-like in understanding risk, change and affordability; that we work well with others in a positive way.

If this sounds like the sort of people you'd like to work with, then we think we would like to work with you!

Staff Benefits

Please visit <https://www.bracknell-forest.gov.uk/jobs/working-council>

Terms and Conditions

Our Terms and Conditions are those of the National Joint Council for Local Government Services. The post will be offered as a permanent appointment subject to 1 month's notice on either side.

Offers of appointment are subject to right to work, satisfactory references, medical clearance and if applicable to the post, a Disclosure & Barring Service check. All employees will also be required to undertake a probationary period of 6 months. Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

Salary

The salary will be within the local Bracknell Grade BG - G . The grade range is £28,785-£32,878; the starting salary offered will depend on your experience.

Your salary will go up by one point in the grade each year until you reach the top of the grade.

There is also a local weighting of £609 per annum

Car Allowance

You are not required to provide a vehicle to undertake your duties as Forestcare provide Pool Cars when you need to make a visit.

Working Hours

Your normal working week is 37 hours per week. 24/7 shift pattern

Holidays

The annual holiday entitlement is 27 days plus bank holidays.

Annual holiday entitlement increases with length of service (5 extra days after 3 years continuous Local Government service).

To give you extra flexibility, you have the option of buying, selling or banking annual leave. By arrangement with your manager, you can buy or bank up to 10 days or sell up to 5 days (subject to making sure your leave days do not fall below 20 days per year). Pro rata for part time staff.

Pension

Bracknell Forest Council operates the Local Government Pension Scheme, which is a Career Average Re-evaluated Earnings (CARE) scheme, open to everyone up to the age of 75. Contributions depend on salary level, for example, a salary of £21,001 to £34,000pa contributes at 6.5%.

More about applying

References

On your application form you will be asked to provide the names and addresses of two people who will provide a reference. At least one should be from your current/most recent employer. If you are not currently working with vulnerable adults but have done so in the past it is important that a reference is obtained from the employer by whom you were most recently employed working with vulnerable adults.

Employment references must be provided by your current or most recent line manager and **will not** be accepted from relatives or people writing solely in the capacity of friends. However, your referees may include someone you know with standing in the community i.e. a teacher, vicar etc

Working in the UK

You must be entitled to work in the UK before you can start work with us. If you have any doubt of your ability to work in the UK visit: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

Positive about people with a Disability



We are a Disability Symbol User and as such have made a commitment to guarantee an interview to all applicants with a disability who meet the essential criteria of the person specification.

To help us with our commitment to this guarantee, please indicate if you have a disability on your application form.

Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

Medical Questionnaire

You may be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant will be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

Working with Children and Adults at Risk

Bracknell Forest Council is committed to safeguarding and promoting the welfare of children and young people/adults at risk and expects all employees, workers and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment.

This position requires an Enhanced DBS check (formerly known as a CRB disclosure) because it involves contact with (or access to data concerning) children/young people/adults at risk. On your application form, you will need to tell us about any spent convictions, cautions, reprimands or warnings which may later appear on your DBS Certificate.

To find out more about the application process for working with children, young people and adults at risk visit <https://www.bracknell-forest.gov.uk/applying-job/applications-work-children-young-people-or-adults-risk>

The Local Safeguarding Children's Board (LSCB) has responsibility for working together to oversee the safety and well-being of children and young people in Bracknell Forest. Find out more about the LSCB at <https://www.bracknell-forest.gov.uk/health-and-social-care/keeping-adults-and-children-safe/protecting-children/safeguarding-children-board>

What Happens Next To Your Application?

To find out more about the recruitment process please visit <https://www.bracknell-forest.gov.uk/jobs/applying-job/recruitment-process>