



IPSWICH
BOROUGH COUNCIL

Ipswich Borough Council
Job Description: **C03a**

Emergency Services Centre (ESC) Officer

MAIN PURPOSE OF JOB

Answer and co-ordinate response to calls from users of the Personal Alarm Service (HEARS) and Emergency (Corporate) Stand-by-Service; Monitor and respond to Closed Circuit Television (CCTV) and a variety of other emergency services. Provide 24 hours a day, 7 days a week service, working, without direct supervision.

To ensure the service is able to offer full integrity, accuracy and confidentiality of all information gained by compliance with the quality standards and legislations in place, whilst seeking to preserve the rights of the individual.

MAIN DUTIES

1. Receive, process and co-ordinate emergency personal alarm calls, liaise with HEARS Responders, medical staff, emergency services, social services and other agencies to assess the most appropriate course of action.
2. Answer and assess emergency stand-by (out-of-office hours) calls from the public and other agencies. Liaising with various support agencies/services arrange/co-ordinate an emergency response.
3. Monitor, assess and interpret pictures from CCTV cameras across Suffolk, in accordance with procedures and current legislation. Maintain evidence through correct storage and documentation. Liaise with emergency services and visiting Police Officers. Demonstrate use of CCTV and recording equipment to Police Officers working from the Emergency Service Centre. Produce evidence for Police and attend court to give evidence (as required).
4. Receive and co-ordinate calls/reports relating to Emergency Planning issues; Severe Weather Warnings and Flood & Nuclear Incident Warnings. Monitor and respond to Grafton House alarms e.g. fire, lift etc. Monitor and respond to corporate and external radio systems such as Police Radio; HEARS Responders and Town-link/Pub Watch Radio System.
5. Operate and check functionality on a wide-variety of equipment at Grafton House/Disaster Recovery site, program alarm equipment for installation and test and report faults to Management or contractors.
6. Support and provide emergency shift cover for the service area re-assigning resources and updating staff rota software. Maintain, update and manual and electronic records as required related to all control room operations and procedures.
7. Answer and respond to Lone Worker monitoring calls. Log contractors and IBC staff in/out of the building or place of work, issue keys and health and safety documentation.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



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Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Knowledge / Qualifications	5 GCSEs, or an NVQ Level 3 and 2 years' qualitative experience in a related field	Security Industry Authority (SIA) Public Space CCTV Licence	Application / Interview / Certificates
Work related experience, skills and competencies	<p>Proven experience of dealing with the public over the phone</p> <p>Previous experience of operating telecommunication equipment e.g. CCTV</p> <p>Ability to deal with sensitive enquires from the elderly or vulnerable or disabled adults and use the information to make accurate assessments</p> <p>Proven experience of using Microsoft Windows (Word/Excel/Outlook)</p> <p>Experience of retrieving and updating information on computer systems</p>		Application / Interview / Test
Personal skills	<p>Ability to work on own initiative</p> <p>Ability to multi task under pressure</p> <p>Ability to empathise with the elderly or vulnerable and disabled adults and those who are distressed, angry or emotional</p> <p>Demonstrate effective communication skills both written and verbal</p> <p>Ability to work effectively as</p>		Application / Interview / Test

	part of a team.		
Special working conditions	<p>Shift work covering 24 hours a day, 7 days a week, 365 days of the year</p> <p>Willing to undertake additional shifts at short notice</p> <p>Enhanced Disclosure and Barring Service (DBS) check</p> <p>Police vetting clearance</p> <p>Full valid driving licence</p>		Application / Interview