



Ipswich Borough Council Job Description: L32a

Emergency Services Centre Manager

Main Purpose of Job

To assist and deputise for the Head of Service in the co-ordination of the Council's Emergency Service Centre (ESC), which includes HEARS, CCTV and Out of Hours services through partnership working and development of relevant strategies. Manage the ESC Teams, including performance management, recruitment, appraisals and budget management.

Main Duties

1. To lead the service area, co-ordinate and manage resources as required. Assist and in their absence, deputise for the Head of Service and assist in the development, co-ordination and implementation of the Community Support Service plans, incorporating the Council's risk management procedure and strategy within the service area.
2. Responsible for management functions including recruitment, supervision, employee development, training, performance management, absence management, and appraisals to ensure an efficient and effective service is provided. To supervise employees in accordance with the Council's policies and procedures and management competencies including a positive duty to promote diversity and equal opportunities.
3. Responsible and accountable for managing the ESC budgets including service area billing in accordance with Council policy and procedures
4. Assist the Head of Service in the development of policy, systems and objectives for the service areas. Responsible for the development, coordination and implementation of policy and systems to ensure the quality of services is delivered.
5. Responsible for working on corporate projects and procurements. Preparing funding bids and monitoring of Capital and Revenue programme spend and the preparation of estimates as required by the Head of Service and Assistant Director and in accordance with the Council's financial procedures.
6. Market and promote the services to increase revenue to meet the Council's priorities and expectations. To identify, co-ordinate and promote new and innovative opportunities.
7. Take a lead role on projects by co-ordinating and supervising the work of the Team Leaders, working in partnership with external agencies and other public and private bodies. To chair meetings and represent the Council in partnership discussions and engagements with external bodies.

8. To undertake and evaluate research, prepare reports, work with benchmarking partners and help ensure that Key Performance Indicators requirements are met within the Emergency Services Centre.
9. Take overall responsibility for the effective management of contracts, ensuring compliance with agreed terms and service standards.
10. Responsible for the monitoring and compliance in line with statutory requirements, codes of practice, and internal policies, for the governance of CCTV systems.
11. Lead on data protection matters, ensuring adherence to GDPR and other relevant legislation, safeguarding personal information, and promoting best practice within the Emergency Services Centre.
12. Responsible for Health and Safety in the Emergency Services Centre ensuring compliance with organisational policies. Maintain and regularly review risk assessments, implementing appropriate control measures and ensure all team members complete mandatory and other health and safety training relevant to their roles.
13. 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.

Person Specification

Emergency Services Centre Manager

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	Degree qualification and demonstrable experience of technical and organisational knowledge in Community Safety or a similar field Evidence of continuing professional development.	In depth knowledge of appropriate regulation, legislation and practice	Application/Certificates
Relevant experience	Previous experience within the environment/related field Experience in establishing and developing strong working relationships with a range of people from relevant organisations including professional bodies Experience of management and control of budgets as required Experience of project management. Experience in monitoring /auditing service delivery /performance /quality Demonstrate ability to use technology to improve business effectiveness Ability to plan and programme own and team's workloads, managing conflicting priorities Proven experience of setting objectives and targets for	Experience in assisting with organising and supervising service delivery Ability to develop and deliver programmes and projects	Application/ interview/ presentation

	teams and individuals, to monitor performance and take corrective action where necessary Ability to identify and implement improvements in policies and procedures within the service area An understanding of and ability to use a strong performance management approach to manage employees. An understanding of and ability to deal with under-performance of own employees – whether due to ability or behaviour		
Specialist knowledge	Knowledge of structures and functions of, CCTV, Telecare and Council services etc Sound knowledge of relevant legal, technical and practical principles Knowledge of the issues and developments within partner organisations and how they fit in to Community work Awareness of future proposals, trends and issues relevant to the service area	Understanding of the local authority performance framework	Application/interview/presentation
Personal skills	Demonstrate effective presentation and communication skills. Ability to lead, motivate and develop staff/contacts in a performance focused culture. Demonstrate a sound understanding of equal opportunities and diversity issues in relation to employment and service delivery. Ability to work collaboratively building trust, mediating, conciliating, negotiating and delegating.		Application/interview/presentation

	Demonstrate a customer focused and responsive approach that improves service delivery.		
Special working conditions	Will be required to work outside of normal working hours and to attend evening meetings Required to be available to receive calls out of hours on a standby rota (1 in every 5 weeks)		Application/interview