

Job Title: Alarm Receiving Centre Shift Controller

Department: Alarm Receiving Centre - ARC

Reports to: Nick Shea & ARC Supervisors

Shift: Four days on, four days off 12 hour shifts 6.30 to 18.30 or 18.30 to 6.30

Responsible for (if applicable):

Overall purpose of the role:

Telephone response to lone worker alarms within strict timescales, monitor, validate, assess, manage, and provide the user with appropriate support in line with internal processes and to complete each incident call quickly and effectively.

Key Responsibilities

- **Monitor and verify alarms via telephone within strict timescales to ensure that, where possible, only genuine emergencies are passed to the correct emergency services.**
- **Decide on appropriate response actions to incoming/outgoing calls.**
- **Communicate comprehensive and correct information to the emergency service that are best equipped to resolve and support the incidents.**
- **Maintain an excellent knowledge of, and adherence to, the Peoplesafe operational procedures.**
- **Report the system and customer profile issues to the appropriate customer support admin.**

Experience, Knowledge and Skills

	Essential	Desirable
Experience & qualifications	<ul style="list-style-type: none"> • Minimum 1-year experience working in a Contact Centre or fast paced office or retail environment. • 5 GCSEs - A*-C 	<ul style="list-style-type: none"> • Degree level qualification. • Customer service qualification.
Knowledge	<ul style="list-style-type: none"> • Receiving and making professional/personable telephone calls. • Working in a fast-paced environment. 	<ul style="list-style-type: none"> • Contacting emergency services experience.
Skills	<ul style="list-style-type: none"> • Able to take own initiative and think independently. • Computer and systems literate. • Knowledge of Microsoft Office. • Innovative thinker with a positive, proactive attitude and readily embraces change. • Able to multitask and provide detailed reporting to the appropriate channels. • Strong written and verbal communication skills. • Steadiness under pressure. • Team worker with willingness to share responsibilities. 	<ul style="list-style-type: none"> • First Aid trained.
Personal style and behaviour	<ul style="list-style-type: none"> • Adaptable to different personality types and environments. • Positive and energetic. • Able to work unsupervised with a professional attitude and approach. • Dealing with difficult situations with both; customers and personalities. 	
Other requirements		

Please also be aware of and follow the Peoplesafe policies and procedures, with particular attention to health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

Peoplesafe reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job
