

Control Room Shift Leader

Job Description

Introduction

The Control Room Shift Leader is responsible for the effective and efficient shift operation of the Alarm Receiving Centre (ARC) in line with British standards.

The control room is the first line response centre operating 24-hour CCTV and alarm monitoring response for our co-op and records all incidents that are reported by our employees and external agencies, across Norfolk, Essex & Suffolk.

You'll be part of a skilled, engaged, and diverse team, supporting our co-op in its vision to be the East of England's most valued organisation.

Values

At Our Co-op, we live by a set of four values. We've highlighted the key tasks and responsibilities of the Control Room Shift Leader role against these values, so you can see how you will live these day-to-day.



To manage team members ensuring ARC policies are always followed and enforce these policies.

To monitor, review and investigate CCTV & alarm systems as per Our Co-ops best practise guidelines.

To ensure that all telephone calls are dealt with in a professional manner and acted on by following the appropriate escalation process.

To ensure that incoming emails are monitored and responded to within the appropriate timeframe.



Foster and develop positive and co-operative relationships with others internally and externally.

Direct, motivate, develop, and inspire others in the achievement of their maximum potential and business objectives.

Develop new solutions or adapt existing practises to the benefit of our co-op.

Control Room Shift Leader

Job Description



To make decisions relating to ARC operations when required following processes and Assignment instructions.

To act as an ambassador for the Secure Response Team by ensuring that consistently high levels of customer service are achieved whilst the highest of standards are maintained within the control room.

To ensure full compliance with the Health and Safety Policy and the Data Protection Act.

To complete written and electronic reports and statements for third party agencies within the appropriate timeframe.



To comply with best practise and health & safety guidelines by ensuring the safety of lone workers.

To communicate effectively with third party agencies.

To prepare CCTV evidence for internal and external parties by given deadlines.

To report faults with control room systems.

To undertake all other duties as reasonably requested by line management.

We are not saying that the above list of tasks is exhaustive. What's important to remember is that your behaviours reflect our values in whatever task you're performing.

Skills & Behaviours

As a Control Room Shift Leader at the East of England Co-op you must be willing to:

- Structure both priorities and tasks in line with the requirements of the team.
- Develop, direct, inspire and motivate others within the Control Room team to help achieve their maximum potential.
- Be confident in evaluating risk and acting on this evaluation.



Control Room Shift Leader

Job Description

- Comprehend, identify, and remove barriers to progress through effective solution development.
- Be both professional and self-motivated.
- React quickly to and embrace change.
- Provide new solutions to existing practices to benefit both your team and the company.

Disclaimer

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – These checks are mandatory for this role.

Colleagues undertaking this role must hold a SIA CCTV Licence.

The working times for this role, work on a 4 on, 4 off rotas working 12-hour shifts - this includes both day and overnight hours.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.