

Job Description

Job Title:	Control Room Co-ordinator
School/Service:	Safety, Health, Environment & Compliance – Security
Grade:	Grade E with uplift to 42 hours per week
Responsible to:	Deputy Head of Security, Security Services Manager
Responsible for:	N/A
Job Purpose: To assist in the delivery of an efficient, customer-focused Security service which complies with legislation, through the co-ordination of Control Room operations, services and procedures, working as the central point of contact across the teams.	
Main Duties and Responsibilities:	
1. To co-ordinate and oversee the day-to-day operations of the Control Room, ensuring that all actions comply with procedures and to address or escalate any issues that arise	
2. To be efficient in the use of the University's CCTV, Access and other security systems. Ensuring systems are operated in accordance with the related procedures, policies and legislation and that appropriate records are maintained.	
3. To provide and respond to communications and enquiries (face-to-face, radio, phone, electronically), accurately documenting details to resolve, escalate or share as appropriate, whilst maintaining clear liaison across the teams.	
4. To manage the Control Room in the event of an emergency incident, ensuring that key functions are completed satisfactorily and that best practice in terms of use of radio/cctv and other systems is achieved and successfully demonstrated	
5. Assisting Security Management with the administration of procedures, information, evidence, records, data and statistics to ensure they remain accurate and readily available.	
6. To establish and maintain close working relationships with internal and external partners to ensure customer satisfaction and incident resolution.	
7. To review and co-ordinate daily incident reports to ensure all required follow-ups/escalations, enquiries are carried out and completed.	
8. To undertake designated project work as required by Security Management.	
9. To respond to incidents, including First Aid and evacuations in accordance with operating procedures and as directed by the duty Security Supervisor or Security Management.	
10. To work as a member of the team, participate in regular team meetings and respond to issues as directed.	
11. To undertake all relevant professional training with regards to the management of the Control Room and response to incidents including ensuring that all control room staff receive relevant and appropriate training.	
12. To observe and fulfil all responsibilities in respect of Health & Safety legislation, the Data Protection Act and Human Rights, and to ensure security staff work within Security's written Operational Procedures, Guidance and Risk Assessments	
13. To provide a flexible approach to scheduled hours/days in order to maintain sufficient resources and be willing to carry out shift cover if necessary	
14. Any other duties commensurate with the grade	

Signed:

Mark Booth/Janet Maiden

Date:

Mar 23


**University of
Central Lancashire**
UCLan

Person Specification

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Attributes	Essential	Desirable	Measured By
Work Experience	IT and administration experience gained in a busy environment with experience of using different software packages	Keen interest in technological capability and advances	Application /Interview
	Experience of working in a pressurised environment and remaining calm whilst co-ordinating several urgent issues to satisfactory resolution	Experience of implementing, reviewing and directing operational and emergency procedures including contingency plans	Application /Interview
	Experience of providing excellent customer service	Ability to recognise the most effective working practices and ensure they are utilised as standard across the service	Application /Interview
	Ability to motivate, develop and lead a team	Experience of crime prevention/intervention initiatives	Application /Interview
	Experience of dealing with young adults	Knowledge of Data Protection Act, particularly in respect of CCTV	Application /Interview
	Experience of meticulous record keeping	Knowledge of \control Room functions	Application /Interview
Education/Qualifications	English and Maths GCSE or equivalent		Application /Interview
	Holder of first aid certificate or show commitment to obtain		Application /Interview
Skills/Abilities	Effective communicator with clear speech	Ability to evaluate situations and where appropriate take action which goes beyond simply responding to the obvious needs of a situation	Application /Interview
	Ability to operate within set procedures and review as necessary in order to improve service		Application /Interview

	Ability to write clear, accurate legible and timed records of events which may be used in evidence		Application /Interview
	Ability to interpret, diagnose and communicate information logically		Application /Interview
	Ability to remain calm in emergency situations and diffuse potentially volatile situations		Application /Interview
	Ability to maintain confidentiality and operate within set procedures to consistently review actions in order to improve the level of service		Application /Interview
	Ability to plan time effectively and deliver to deadlines		Application /Interview
Other	Highly organised and methodical with ability to follow up numerous actions to a satisfactory and timely conclusion	Interest in service improvement	Application /Interview
	Desire to work to a high standard and manage a high volume of work	Demonstrated commitment to personal development	Application /Interview
	Flexible approach to duties		Application /Interview
	Wear uniform and be of smart appearance		Application /Interview
	Physically fit and healthy and willing to undertake OH surveillance in compliance with Legislation		Application /Interview
	An understanding of and demonstrable commitment to the University's Values as a framework for decisions, actions and behaviours.		Application /Interview

Compiled by:	Mark Booth/Janet Maiden	Date:	Mar 23
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