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| **EXETER CITY COUNCIL** |

**Job Description**

**DESIGNATION :** Central Controller

**GRADE :** Grade 5

**POST NO :** PR03205

**DIRECTORATE :** Public Realm

**UNIT :** Community Safety & Enforcement

**RESPONSIBLE TO :** Control Centre Team Manager

**SUPERVISORY**

**RESPONSIBILITY FOR :** No Staff

**LIAISON WITH :** Local Authority Officers, the Police and other emergency services, the County Council, Members of the Council, the business community & the general public

### PURPOSE OF JOB

To respond to calls to the Council’s out of hours service. To assist in the operation of the centralised alarm system for vulnerable residents operated by Exeter City Council. To monitor and respond to Close Circuit Television.

**MAIN ACTIVITIES**

1. To provide, in conjunction with other central controllers, a 7 days per week 24 hour monitoring and response to the Council’s out of hours service, centralised emergency alarm system and CCTV.

2. To monitor the Council’s own and third party CCTV systems and respond to/report on incidents seen as required.

3. Operate barrier and automated entry controls

4 To provide an immediate response to calls received by the centralised alarm system and to respond to those calls in a prompt and appropriate manner.

5 To provide a response to the City Council’s Out of hour’s telephone and to contact appropriate persons/agencies in response to out of hours calls.

6 To maintain and update administration systems. This will include manual and computerised records, processing invoices/accounts, maintenance of home call equipment and general administrative/clerical duties

7. To attend monthly staff meetings and training as required

8. To attend Court as a witness on behalf of the Council if required

9. To carry out such other appropriate duties as may be required within the grading level of the post.

**COMPLETED BY:** Service ManagerCommunity Safety & Enforcement

**LAST UPDATED**: December 2016