



**Job Title:** Control Centre Operator

**Department:** Operations

**Reporting:** Control Centre Manager

**Based:** Hemswell office

**Hours:** Shift pattern

**Purpose:** The post holder is responsible for actioning all Tag Alarm and CCTV ensuring quality and consistency of service delivery.

**Responsibilities:**

**Primary**

- Responsible for actioning all Control Centre Tag Alarm activations in line with customer instructions and company policy
- Taking all necessary action to prevent incidents on site including dispatch of responding security officers and police where appropriate.
- Responsible for monitoring all CCTV and TagWatch to verify and action alarm activations.
- Responsible for monitoring and taking appropriate action concerning TagTrack and all GPS products.
- Supporting Control Centre Manager to monitor the status of all installed equipment, responding as necessary to ensure optimum function is maintained by reporting faults to the Engineering Planner and BDM promptly.
- Entering and updating the information stored on the Control Centre software to ensure both colleagues and Control Centre Manager is aware of any updates occurring during each shift.
- Liaising with clients/site agents with regards to work timetables
- Logging full details of all site incidents to the relevant software and ensuring colleagues and Manager are aware of all detail and action taken.
- First line for customer service and support regarding requests, complaints and detail of incidents etc.
- Live site database management – both on the TagAlarm software and on the central electronic diary.
- Liaising with Manager and H&S Manager to ensure risks are minimised & all operators are working safely.
- Support to Accounts with guarding response queries, technical queries, and other issues as necessary.
- Liaising with guarding companies regarding issues with sites, service and site set-up.
- Supporting the Control Centre Manager as required.
- Other duties as assigned.

**Secondary**

- Ensuring appropriate site information is maintained on Control Centre Software
- Booking and cancelling Guarding company patrols as and when required
- Handling overspill incoming daytime calls for both office based and field based personnel
- Passing appropriate sales queries to the Sales Director promptly.
- Supporting the sales team with any site based issues & queries.

**Knowledge & Skill Requirements**

- Basic reading, writing and arithmetic skills required.



- Dedicated & flexible – commitment required to attend all rostered shifts, due to the impact of ‘no-show’ on the effective and smooth operations of Alarm Receiving Centre monitoring function.
- Positive & amenable attitude – willing and capable of dealing with requests, issues and queries in a positive, clear and transparent manner.
- Confident & competent – often required to make instant decision as to action taken on shift and later justify these actions to the Control Centre Manager after the event.
- Good written & verbal communication skills, with ability to adapt approach as appropriate to a wide range of people, from labourers to senior site staff, security guards to senior managers and directors.
- Computer literate, with good keyboard skills, knowledge of Windows, Microsoft Office, Crystal Reports, TagAlarm, RSI Videofied, HeiTel, Milestone, Locator, Starcom Online, Starcom Installer and the Android phone operating system
- Commercial awareness.
- Positive customer relations to ensure business relationships are maintained and developed.