

SEFTON COUNCIL

JOB DESCRIPTION

Post: Arc Operator

Location: 209 Linacre Lane, Bootle

Department: Operational In-House Services **Post No:** A5044

Section: Sefton ARC

Grade: D

Responsible to: ARC Manager

Responsible for: N/A

JOB PURPOSE

To work shifts as an Arc operator in Sefton Council's Alarm receiving centre in accordance with British standards BS5979, to monitor alarms, CCTV, & handle emergency calls.

To assist in the production of ID cards for Sefton council staff and outside bodies, together with the necessary paperwork for the raising of invoices.

To actively promote and demonstrate SeftonArc's portfolio of security services.

MAIN DUTIES

1. To maintain service delivery of all Arc operations, including completion of daily reports, alarm monitoring and receiving, internet CCTV whilst adhering to all required British standards and codes of practice.
2. To answer and document emergency calls for SeftonArc, Careline & Sefton council to provide assistance by calling a listed contact or when deemed necessary the emergency services in accordance with British standard BS8484.
3. Monitor and acknowledge alarm activations from premises alarms (Intruder, Fire, P/A) on data alarm receiving systems in accordance with British standard BS5979
4. Perform the duties of a radio operator to communicate via two-way radio systems with patrol staff on the road and log patrol staff movements on call logging system, throughout their shifts.
5. To monitor remote CCTV systems and respond to activations through the patrol team or emergency services throughout the borough.

6. To assist in the implementation of Sefton Councils emergency plan in the event of any Major incidents occurring in the borough. Liaise with Councils EDC & external agencies.
7. The production of ID cards/passes/entry system cards via computer systems and Magicard printers.
8. The secure storing of photographs and recording of these via computer systems.
9. To undertake any other duties as are commensurate with the nature of the post and its level.
10. Participate in effective employee relations and undertake appropriate training courses to improve effectiveness in tasks set.

GENERAL

QUALIFICATIONS & EXPERIENCE

See person specification.

GENERAL:

1. The post holder will be expected to work flexibly, Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading to meet the needs of the service.
2. The post holder will be required to undertake, and participate in training, coaching and development activities, as appropriate.
3. All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.
4. The Authority has an approved equality and diversity policy and copies are available to all employees via the intranet. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.
5. Since confidential information is involved within the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to GDPR.

Prepared by:

Name: Steve Dwyer

Designation: SeftonArc

Date: 17th May 2023

Personal Attributes Required	Essential € or Desirable (D)	Method of Assessment
Experience & Qualifications		
<ul style="list-style-type: none">• Experience of working in a security industry environment.	E	AF/I
<ul style="list-style-type: none">• Working knowledge of BS 5979, BS 7499, BS 7984, BS EN ISO 9001:2000.	E	AF/I
Ability, Skills & Knowledge		
<ul style="list-style-type: none">• To be able to deal with situations with tact and diplomacy.	E	AF/I
<ul style="list-style-type: none">• Establish relationships with other officers of the council and external agencies such as emergency services.	D	AF/I
<ul style="list-style-type: none">• Excellent IT skills and working knowledge of Microsoft Word and Excel for data recording, analysis, and reporting.	E	AF/I
<ul style="list-style-type: none">• Ability to respond sensitively to the needs of the service user.	E	AF/I
<ul style="list-style-type: none">• Knowledge of customer care understanding of the impact of service delivery for customers.	E	AF/I
<ul style="list-style-type: none">• Ability to co-ordinate different communication networks.	E	AF/I

<ul style="list-style-type: none"> • Be able to meet customer needs. 	E	AF/I
<ul style="list-style-type: none"> • Ability to demonstrate reliability and accountability towards working tasks. 	E	AF/I
<ul style="list-style-type: none"> • Excellent interpersonal skills with the ability to communicate effectively both written and orally at all levels within the organisation and with external bodies. 	E	AF/I
<ul style="list-style-type: none"> • Working knowledge of the CCTV code of practice. 	E	AF/I
<ul style="list-style-type: none"> • Ability to work under pressure and to meet deadlines. 	D	AF/I
<ul style="list-style-type: none"> • Be able to produce computerised ID passes. 	D	AF/I
Personal Style and Behaviour		
<ul style="list-style-type: none"> • A passion for translating data into useful insight. 	E	AF/I
<ul style="list-style-type: none"> • Motivated, optimistic, and enthusiastic with the ability to respond to challenge and not be discouraged. 	E	AF/I
<ul style="list-style-type: none"> • An inclusive team worker, able to work with others and in a collaborative manner. 	E	AF/I
<ul style="list-style-type: none"> • Demonstrate and promote openness, trust, and respect. 	E	AF/I
<ul style="list-style-type: none"> • Customer focused with a commitment to continuous service improvement. 	E	AF/I
Other/Special Requirements		
<ul style="list-style-type: none"> • Valid Driving licence. 	E	AF/C
<ul style="list-style-type: none"> • Shift working patterns. 	E	AF/I
<ul style="list-style-type: none"> • Acceptance for the post will depend upon the successful completion of vetting to BS7858 standard. 	E	AF/C
<ul style="list-style-type: none"> • An SIA CCTV operator's license. 	E	AF/C

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Assessment Methods Key:

AF – Application Form

I – Interview

C – Certificates

T - Test