

Team Leader – Monitoring & Response



Post	Team Leader	Department	Mole Valley Life
Salary Grade	M1	Salary Range	£28,222 – 32,207
Hours	1 x 37 Hours per week – Does include weekend working	Location	Leatherhead
Reports to	Monitoring & Response Operations Manager		

Post Objective

To support the Monitoring & Response operation Manager in the smooth delivery of the Monitoring & Response Alarm Services, providing day to day operational management, so as to meet Key Performance Indicators (KPIs).
 To ensure that you follow systems for managing people, systems, ICT and other resources are continuously improved so as to support the best possible services for customers.
 To work in a positive and supportive manner to encourage good team morale and a fully integrated and responsive operation.

Main Duties

- To assist on the recruitment, training, development and giving performance development reviews of Monitoring & Response Operators, encouraging continuous personal development and ensure high levels of team morale to ensure that a friendly, welcoming and consistently excellent standard of customer service is offered at all times.
- Work with the Monitoring & Response Operations Manager providing day to day leadership to the Telecare Operators, including providing staff training for new operators and assisting with delivering ongoing refresher training.
- To effectively support the co-ordination of the day to day activities associated with all services being delivered through Community Support Services, such as:
 - OOH's call handling contracts
 - TECS/community alarm call handling
 - Lone Worker
- To support the Monitoring & Response Operations Manager by achieving action plans to meet the requirements of Quality Assurance Frameworks, such as the TSA.
- Provide additional/emergency cover for staff shift shortages as and when necessary.
- Responsible for maintaining services guidelines ensuring that delivery is in line with Policies, Procedures and contract specification requirements.
- Maximise the service user experience by making sure all staff within the department are trained to provide a high standard of customer care, exceeding customer expectation.
- To provide an initial point of escalation for the response to customer complaints and customer feedback to support service improvement, ensuring that the Monitoring & Response Operations Manager is kept informed of incidents, complaints or compliments with potential to damage or enhance the service
- Maximise the service user experience by making sure all staff within the department are trained to provide a high standard of customer care, exceeding customer expectation.
- To ensure that systems of work support the accurate collection, inputting, maintenance, retention and deletion of customer information in all formats.
- To Support the OOH management of the operating staff by being part of an on call rota
- Support the Monitoring & Response Operations Manager to develop systems for the collation of existing and new performance reporting and reporting requirements for all services being delivered
- Support the Monitoring & Response Operations Manager to ensure robust 24/7 business continuity systems and arrangements are in place and maintained. TECS monitoring equipment and related power and telephone lines and connections, understanding issues relating to the monitoring equipment and related power and telephone lines and connections.
- To attend and contribute to internal and external partnership meetings as needed.
- To provide management cover, support and supervision of the Community Support Services in senior managers absence.
- The post holder must maintain the security and absolute confidentiality of clients' records, medical condition(s) and affairs at all times.
- Ensure that all necessary data is provided in an accurate, reliable and timely manner, and is fit for purpose in accordance with the Council's Data Quality Policy.
- Be aware of the Council's policy on Risk Management and to escalate any new, emerging or potential risks to the line

manager.

- Work in accordance with the Council's commitment to provide a healthy and safe working environment including the promotion and implementation of health and safety policies and procedures
- Carry out such other duties which may be required, which are appropriate to the post.

Because of the nature of the duties of the post, at interview applicants will be asked to disclose details of any criminal record. The post is exempt from the Rehabilitation of Offenders Act 1974, which means that all cautions, reprimands and final warnings given by the Police need to be disclosed. DBS disclosure will be sought in the event of a successful application.

Team Leader Monitoring & Response



Person Specification

		Essential	
Experience and Knowledge		<ul style="list-style-type: none"> • Experience of working in in a similar or related environment with relevant experience of staff and service management, and the delivery of support services, delivered for the benefit of older and vulnerable people. • Experience of preparing staff rotas for large teams and an understanding of the issues involved • Experience of managing people including recruitment, training and performance management • Extensive knowledge of a call handling platform (ideally Jontek Answerlink) 	
Qualifications		<ul style="list-style-type: none"> • At least five GCSEs grade C or above, to include Maths and English Language • First Aid at Work trained or be capable of passing the First Aid at Work qualification • Full Drivers licence to be able to drive Category D1 and D1E vehicles (Maximum 3 points) • Microsoft Office, including Word, Excel, Outlook and Internet Explorer 	
Skills		<ul style="list-style-type: none"> • Ability to lead a team and motivate people to complete tasks effectively and efficiently • Ability to communicate effectively with a diverse range of individuals and organisations • Ability to work on own initiative and resolve complex issues with the minimum of supervision • Awareness of Safeguarding, Child Protection issues and the boundaries of professional relationships • A High level of multi-tasking ability, to manage own workload, prioritise and meet deadlines. • Commitment to service improvement and performance management 	
Special Aptitudes		<ul style="list-style-type: none"> • Highly organised and methodical and able to prioritise changing workload • To have a flexible attitude towards working hours being prepared to work evenings and weekends • A commitment to the highest standards of customer care, and the ability to remain polite and calm in difficult circumstances • A can-do and flexible attitude to work and problem solving • To have a caring, considerate, and courteous manner • Commitment to service improvement and performance management 	
Employee Name			
Employee Signature		Date	
Manager's Signature		Date	
Job Evaluation Date -			