

# PETERBOROUGH



CITY COUNCIL

**Title:**

Community Alarm Officer - Peterborough City Council

**Summary:**

(Initial 6 month contract, subject to review) Hours: 37 per week - Ref: DC002

- Effectively develop and promote the Community Alarm Service
- Previous Control Centre experience essential
- High level of commitment to Customer Care essential

Supported Housing provides a wide range of services including the provision and management of an emergency 24 hour Community Alarm Service to approximately 7,000 clients.

The Community Alarm Officer will be responsible for the supervision of a team of Control Centre Operators and Community Alarm Assistants, the management and development of call handling and associated ancillary alarm equipment along with ensuring the Community Alarm Service is marketed as widely as possible, including the diversification and expansion of the client base.

You must have a thorough knowledge and understanding of community alarm calls handling equipment, back-up systems, peripheral equipment and be able to demonstrate at least two years' direct experience of working within a community alarm environment, which includes calls handling, database management and general experience of the installation of dispersed alarm equipment in clients homes.

You should preferably have at least 2 years' supervisory management experience, be able to confidently lead staff in emergency situations and ensure a high standard of customer service is maintained at all times.

You will, on occasions, be expected to work unsociable hours and you must have and maintain a full driving licence.

**Salary:** £23,358 - £24,726 pa

**Closing date for applications:** 12/3/2004

**Contact name:** Contract Services

**ContactTel:** 01733 425362