



HOUSING SUPPORTED SERVICES
Taunton Deane Borough Council
The Deane House, Belvedere Road, Taunton, TA1 1HE

CONTROL CENTRE MANAGER

SALARY: SCP 29-33 - £22,512 – £25,437 per annum

The Deane Helpline Control Centre is based in Taunton, which has good access to the M5, a mainline train station with parking situated nearby. The Centre provides a Community Alarm Service for approximately 3,250 vulnerable and older people within Taunton Deane. It also provides a monitoring service for approximately 10,000 further people, under contracts with other Councils and Housing Associations, including Out of Hours Maintenance calls.

The key responsibilities will be the operation and management of the Deane Helpline Services including 24 hour Control Centre, dispersed alarm services, the 24 hour Emergency Response Team and to provide support and assistance to the Housing Supported Services Manager.

We are looking for an enthusiastic person to manage our high profile "Deane Helpline" 24/7 Service, someone with proven Supervisory/Management experience in a similar field to take the service forward to fulfil its full potential. Excellent people skills are essential in managing the diverse workforce.

Due to the nature of the job you must have the ability to work flexible hours/days and to be on call if necessary.

For further information please contact Pat Potter, tel 01823 321239.

For an application pack please telephone 01823 356453 leaving your name and address, please speak clearly and spell any unusual words.

The Council is an equal opportunities employer and operates a no smoking policy.

Closing date Friday 01 April 2005.