

Control Centre Operator

Job Description Control Centre Operator

Company:	SeniorLink Eldercare LLP
Salary:	Variable dependent of shift pattern
Responsible For:	N/A
Responsible To:	Control Centre Manager
Job Description:	<p>Roles and Responsibilities:</p> <ul style="list-style-type: none"> • Saturn call answering within the ASAP guidelines • Communicating with colleagues, customers and service users in a professional, courteous and efficient manner at all times. • To assess the situation quickly over the telephone and take the appropriate prompt action. • Recording of all actions taken, in the appropriate manner. • Working at all times in accordance with Eldercare's internal policies and procedures. • Highlighting problems, faults and issues to the Control Centre Manager and where relevant, suggesting improvements. • Liaising with the data administrator to ensure data is up to date and correct. • Dealing with telephone calls throughout shift. • Ensuring any necessary information is passed onto the next shift. • Keeping up to date with changes in policies and procedures, which staff will be notified of by the control centre manager. • To prioritise workloads (eg telephone and Saturn calls) as appropriate. • To identify own areas of development and seek out opportunities to learn. • Assist in the covering of sickness and holidays. • Any other duties as requested by the Control Centre Manager, Team Leader or any Senior Manager.
Closing Date:	
Job Reference:	
For an informal discussion please contact:	Becki Stuart
Additional Information:	

Position applied for or type of work sought
Advertisement source

847 Burnley Road
Loveclough
Rossendale
Lancashire BB4 8QL

t 01706 228062
f 01706 222275

APPLICATION FORM

STRICTLY PRIVATE AND CONFIDENTIAL

The Company is a leader in its marketplace. In order to speed your application and in order that we comply with our applicable standards, we need detailed information on your past history.

It is therefore vital that you read all questions carefully and answer every question. Please pay particular attention to the "Telephone Screening Form" and "Employment History". We need information on previous employment back to school leaving age or the past 6 years, whichever is most recent. Please ensure that all dates given are consecutive and continuous i.e. month by month (not year by year), including periods of unemployment.

May we take this opportunity to thank you for your interest in the Company. Upon receipt of your application it will be treated in the strictest confidence and we will be in contact with you in the near future. Please ensure that the position you are applying for is clearly indicated in the box at the top of this page.

Applicants are requested to answer every question. Failure to do so may cause unnecessary delay or rejection.

PLEASE COMPLETE THIS FORM IN BLACK INK OR BALL POINT PEN.

1. PERSONAL DETAILS

Surname:		Dr/Mr/Mrs/Miss	
Forenames:		Married/Single	
National Insurance Number:		Maiden Name:	
Nationality:	Town/Place of Birth:	D.O.B.	Age:
Ethnic Origin: <small>(To ensure the effectiveness of the Company's Equal Opportunities Policy please indicate African/Asian/Carribbean/UK/European/Other)</small>			
Home Address:		Next of Kin:	
		Relationship:	
Home Telephone:		Telephone:	

2. SECONDARY EDUCATION

Name & Address of Schools attended	From		To		Qualifications
	Month	Year	Month	Year	

3. FURTHER EDUCATION

Name & Address of establishment	From		To		Qualifications
	Month	Year	Month	Year	

4. LEISURE INTERESTS

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6. EMPLOYMENT HISTORY

Please show ALL periods of employment and unemployment for the 3 years previous to those shown in Section 5 or back to school leaving age, whichever is most recent. If unemployed state the benefit office and address. If self-employed please state name and address of accountant. Please ensure that all dates are consecutive and that all addresses are complete.			
1. Name & Full Address of Company Telephone:	From Mo Yr	To Mo Yr	Name of Supervisor
	Job title with main activity		
If unemployed give benefit office address and telephone number			
Other please state			
2. Name & Full Address of Company Telephone:	From Mo Yr	To Mo Yr	Name of Supervisor
	Job title with main activity		
If unemployed give benefit office address and telephone number			
Other please state			
3. Name & Full Address of Company Telephone:	From Mo Yr	To Mo Yr	Name of Supervisor
	Job title with main activity		
If unemployed give benefit office address and telephone number			
Other please state			
4. Name & Full Address of Company Telephone:	From Mo Yr	To Mo Yr	Name of Supervisor
	Job title with main activity		
If unemployed give benefit office address and telephone number			
Other please state			

7. OTHER RELEVANT INFORMATION

Why do you think you are suited to the job you have applied for ?

8. ANY OTHER COMMENTS

Please add any further relevant information here

Are you connected with any other business? Yes/No

If yes, please give brief details

Have you any relatives working for the Company ? Yes/No

If yes, please give names and relationship

Do you have a current driving licence?

Rehabilitation of Offenders Act

You do not generally have to disclose details of spent convictions. However, the post you are applying for is exempt from the Rehabilitation of Offenders Act by virtue of the (Exceptions) order because it involves access to persons who are disabled, or addicted to drugs or alcohol or under 18 or over 65, you must reveal details of all convictions, spent or otherwise.

Please note that Eldercare is a Registered Body with the Criminal Records Bureau and will request a check on your behalf. If you wish to see our policy for CRB checks and recruitment of offenders then please call our office and ask for a copy.

Have you ever been convicted of any criminal offence? Yes No

If yes, please give details of conviction(s) and date(s)

Applicants are requested to answer every question. Failure to do so may cause unnecessary delay or rejection.

It is understood that if my application for employment is successful, any false statements on my application howsoever revealed, shall be considered cause for my dismissal at any time during my employment with the Company.

I also agree that it shall be a condition of my employment that the Company, the Police and/or the Customer, may search myself, vehicle or personal property, at anytime, on Company premises or at any other place should the Company consider it necessary to do so.

I hereby certify that I have filled in this application form myself and that I understand as a prospective employee of the Company enquiries will be made into my personal history and character, and give permission for such enquiries to be made on the understanding that no enquiries will be made of my present employer until an offer of provisional employment has been accepted by me. I accept that during this provisional period I shall be employed subject to the satisfactory completion of security screening, and I understand this provisional period will not exceed thirteen weeks.

Further I agree that I will make a statutory declaration if so required.

Signature of Applicant: Date:

Policy statement on the recruitment of ex-offenders

Policy Statement

" As an organisation using the Criminal Records Bureau (CRB) Disclosure service to assess applicants' suitability for positions of trust, **Eldercare** complies fully with the CRB Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

" **Eldercare** is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

" We have a written policy on the recruitment of ex-offenders, which is made available to all Disclosure applicants at the outset of the recruitment process.

" We actively promote equality of opportunity for all with the right mix of talent, skills, and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications, and experience.

" A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

" Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential, cover to a designated person within **Eldercare** and we guarantee that this information is only be seen by those who need to see it as part of the recruitment process.

Policy statement on the recruitment of ex-offenders

" Unless the nature of the position allows **Eldercare** to ask questions about your entire criminal record we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.

" We ensure that all those in **Eldercare** who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

" At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment

" We make every subject of a CRB Disclosure aware of the existence of the CRB Code of Practice and make a copy available on request.

" We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.