JOB DESCRIPTION - NEIGHBOURHOOD SERVICES

IDENTIFICATION

Post Title:	SARC Controller/Responder	Post Ref:	
Section:	Community Safety & Alarm Response Team	Grade:	4
Responsible to:	Senior SARC Controller/Responder		
Responsible for:			

JOB PURPOSE

To contribute to the safety and well-being of Dundee's communities by delivering planned asset patrols, responding to alarm activations, monitoring CCTV, and providing customer service support to multi storey car parks. This role combines proactive community engagement with reactive response duties, including mobile patrols, alarm activations, and civil emergency support.

To assist in providing a 24 hour service, you will monitor, manage and respond appropriately to required duties of the Safety & Alarm Response Centre, including CCTV monitoring, intruder lift and single point fire alarms, 24/7 door access requests and calls from multi-storey tenants, 24/7 helpline from car park users on routine and emergency situations, civil emergencies incident reports and out of hours emergency housing repairs calls.

PRINCIPAL WORKING CONTACTS

Community Safety Staff
Multi Storey Block Staff
Council Car Parking Staff
Policing and Emergency Services
City Development Property Staff and Building Managers
Standby Trade Operatives and Council Tenants
Council Emergency Services contacts and the Public
Internal & External Suppliers and Contractors
Council Resilience Officer
Members of the Public.

MAIN DUTIES

Conduct planned mobile patrols to deter antisocial behaviour, reassure the public, and check council assets for safety, security, and maintenance issues. Respond to incidents as required.

Liaise with Police Scotland, Fire & Rescue, Council departments, and other partners, i.e., voluntary sector. Act as a competent witness and provide corroboration to the Police and partners.

Operate body-worn CCTV and radios in line with data protection regulations.

Monitor CCTV and alarm systems within the Safety and Alarm Response Centre and deliver/co-ordinate appropriate responses to incidents/activations as they arise.

Provide the Police and other partners with access to CCTV surveillance for review, in line with service procedures.

Support provision of records/images/downloads of information to relevant partners for use as evidence to combat crime and support community safety.

Report any incidents or concerns identified from CCTV monitoring to the relevant department.

Provide an out of hours point of contact to the Civil Emergency response officer, capturing relevant information for immediate action; and to the Emergency Repairs service, ensuring accurate recording of information.

Provide an out of hours service to emergency council house repairs.

Respond to incidents, alarms and issues across the city within set timescales and standards.

Support the maintenance of a key management system ensuring access SARC managed council assets is managed effectively.

Undertake physical mobile security patrols of Council owned and managed properties across the City reporting any identified concerns immediately and in line with operating procedures.

Carry out emergency cleaning within Multi Storey Developments and other Council premises.

Remove litter, waste bags, needles, etc, to make safe public areas and access routes to and from MSD buildings.

Monitor and control access and egress to and from MSD buildings, assisting residents, visitors and trades as required.

Provide advice and assistance to tenants of MSD properties as required.

Provide advice and support to customers of all multi-storey car parks, including assistance with access/egress as required.

Attend as required at car parks to replenish tickets in pay on foot meters.

Perform associated administrative tasks relevant to the role.

Undertake mandatory training and assist in training new employees.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: SARC Controller/Responder

SERVICE/DIVISION/SECTION: Community Safety & Alarm Response Centre

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	2 national 4s, including English; or equivalent		Inspection of Certificates
RELEVANT WORK/OTHER EXPERIENCE	Customer Service Experience Knowledge of CCTV & alarm systems Working knowledge of Microsoft Office	Knowledge of relevant legislation	Application Interview reference
PARTICULAR SKILLS/ABILITIES	Good written/oral communication skills Computer skills/Keyboard skills Ability to work as team member and the ability to work alone and to use own initiative Able to understand and meet the needs of people requiring assistance Able to deal with challenging Customers	Able to prioritise between competing demands	Application Interview reference
PERSONAL QUALITIES	Sensitivity, patience and understanding when dealing with people in a variety of situations Be non-judgemental with a caring, pleasant and professional approach to the post Dependable and reliable attitude to work Ability to work with minimum supervision Calm disposition and approachable manner	Ability to work under pressure	Application Interview reference
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Able to work shifts including evenings, weekends and nights		Application Interview reference

	Flexibility to adjust shift times to undertake necessary training Satisfactory Basic Disclosure Scotland check Full driving licence (Level 2)		