JOB DESCRIPTION & PERSON SPECIFICATION

Job Title	Control Room Operator	**Status**	Ver 1.0
Reports To:	Assistant Operations Manager	**Date Effective:**	Feb 2023
Function:	Operations	**Grade / Salary (Pro-rata & consolidated)**	Grade 7 SCP 24

ROLE & PURPOSE OF JOB:

The Control Room Operator is responsible to the Assistant Operations Manager for ensuring the effective operation of the control room 24/7 to achieve the objectives and vision of the Humber Bridge Board (HBB), whilst ensuring compliance with its statutory duties and exercising its public functions.

The postholder has a key role in the Operations Dept, through the effective operation of the Control room to ensure the following:

- uninterrupted traffic flow across the bridge through effective and safe Network Management and Incident Management
- HBB carries out its duty as a Highway Authority
- Toll Collection
- Security of the Humber Bridge, buildings, infrastructure and estate.

The postholder will deliver assistance and offer advice whilst resolving issues, where possible, at the earliest opportunity.

The postholder will dispatch information and support the security and traffic officers in order to respond to all situations that arise on the bridge and its estate.

The postholder will be required to monitor and control CCTV and specialist applications for weather and traffic. This also includes the interpretation and subsequent action and or direction of HBB resources in response.

The postholder will be required to work shifts covering the 24/7 operation of the Humber Bridge

	PRINCIPAL ACCOUNTABILITIES:
1	**Execution and Delivery of Service** Provide the comprehensive efficient and effective operation of the Control Room, acting in a timely manner and in accordance with HBB policy, procedure and legislation. • To monitor and operate a CCTV system and use digital communication systems • To monitor and operate specialist software for weather, signage and traffic • Receive and respond to incoming calls directed to the HBB Control Room via any source, including 999 emergency, non-emergency and all other contact types. • Undertake initial assessments of all contacts using the THRIVE Model and relevant policies to help determine the most appropriate means by which the contact will be resolved. • Record details of information received, advice given and action taken directly onto the HBB system in accordance with HBB best practice. • Monitor the road network, ensuring an immediate response to all incidents, assess

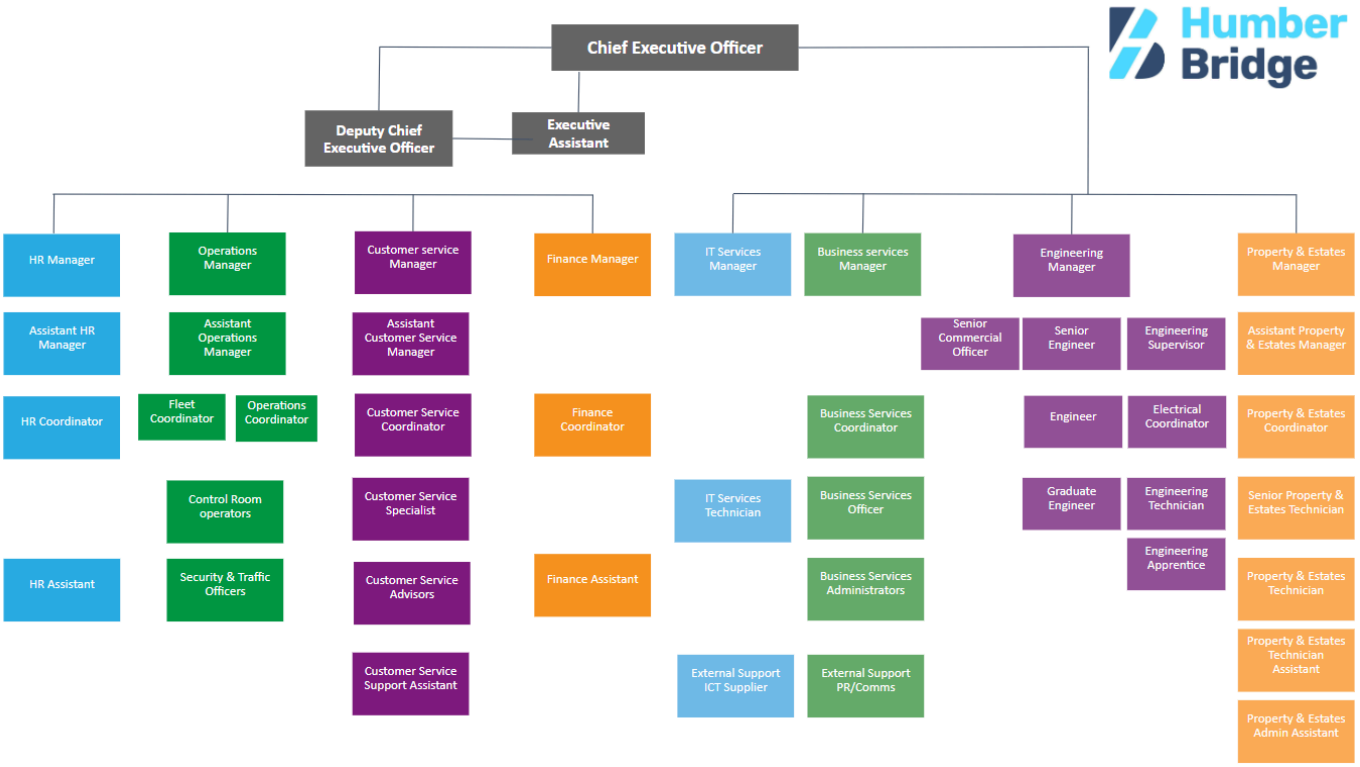
	and provide emergency traffic management if required. • Identify, support and be proactive in responding to the issues of Emotionally Distressed Individuals treating all information with the utmost confidentiality. • Liaise with Emergency services and other partner agencies to ensure the safety of the bridge and its estate.
2	**Support Framework** • Ensure compliance with all Standard Operating Policies and Procedures in line with statutory obligations. • Develop professional working relationships to support, challenge and inform decision making in relation to operational and people issues, offering innovative and feasible solutions. • Liaise and engage in constructive debriefs, whilst encouraging use of initiative and professionalism across the Operations department.
3	**Workstream Planning** • Coordinate HBB resources to all incidents and emergencies, including weather event • Ensure effective communication to ensure accurate delivery of information to enable the completion of emergency and routine tasks. • Respond to calls in a calm, professional and courteous manner, with a view to delivering a high quality service response. • Direct resources to escort abnormal load movements safely across the Humber Bridge. • Monitor contractors working on HBB estate and bridge facilitating access and ensuring safety at all times. • Work in conjunction with reception to process visitors, contractors, stakeholders and deliveries.
4	**Standard Operating Procedures** • Ensure the implementation of Standard Operating Procedures and maintain accurate records evidencing compliance. • Work in line with statutory obligations concerning the health & safety of all of those working within the operational environment and the customers upon which they serve.
5	**Reporting Compliance** • Accurately assess and record incident information in accordance with HBB procedures. • Create, update and finalise incident logs, as required, to ensure that a suitable response is delivered and details evidenced to provide accurate statistics. • Ensure at all times that information handled is accurate, relevant and timely in order to enhance public safety and maintain the confidence of our customers. • Sensitively disclose information to enable EMDI incidents to be safely and appropriately resolved. • Responsible for using the NDM and THRIVE model in all actions undertaken. • Monitor and maintain accurate records for all Operational matters, maintaining high standards and consistency. • Operate at all times to GDPR & Data Protection and Information sharing practice
6	**Compliance and Statutory Obligations**

	• Humber Bridge Acts 1959 and 2013 • Constitution and Standing Orders • Humber Bridge Byelaws • Comply with audit protocol • Respond to Compliance matters in conjunction with the Data Protection Officer

CORPORATE RESPONSIBILITIES:	
1.	**GENERAL** The above principal duties and responsibilities do not include or define all the tasks which may be required to be undertaken. The postholder must be flexible to ensure the operational needs of the organisation are met. This includes the undertaking of duties of a similar nature and responsibility as and when required.
2.	**DIGNITY AT WORK** To show, at all times, a personal commitment to treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assist in ensuring equal access to services and employment opportunities for everyone and promotes equal opportunities across the business.
3.	**HEALTH AND SAFETY** The Health and Safety at Work etc Act 1974 and associated legislation places responsibilities for health and safety on the Humber Bridge Board, as your employer and you as an employee. In addition to the Board's overall duties, the post holder has personal responsibility for their own health, safety and wellbeing and that of other employees; additional and more specific responsibilities are identified in the Board's Health & Safety policy and associated procedures.

JOB CHARACTERISTICS: The post has the following characteristics	
✓	Postholder will be required to have a range of either professional or specialist knowledge or experience.
✓	Role has latitude to determine appropriate actions within set policies and practices. Role is subject to structured direction and supervision with set objectives.
✓	Role has requirement to identify and establish relevant policies and practices within their specific area of responsibility.
✓	Role has the authority to make key decisions impacting on the Principal Accountabilities.

ORGANISATION CHART: The chart shows this post, its peers, reporting lines and management tier



RESOURCE MANAGEMENT:	
1.	**Direct Responsibility for Staff:** No
2.	**Responsibility for Customers:** Yes Monitoring of bridge and estate use by both vehicles and people
3.	**Direct Responsibility for Budgets:** None
4.	**Impact on Departmental spending:** No
5.	**Responsibility for Physical Resources / Assets:** Control room furniture, specialist ICT hardware and software, confidential database

WORKING RELATIONSHIPS:	
1.	**Within own Function:** • *Develop professional working relationships to seek advice and guidance as and when needed* • Staff - *Engage and communicate on operational matters*
2.	**Within the wider Business:** • All departments
3.	**External Parties to the Business:** • Emergency services e.g. Police, Coastguard, Ambulance services • Mental health professionals • Local authorities

WORKING CONDITIONS INCLUDING PHYSICAL & EMOTIONAL DEMANDS		
	State for each: Not Applicable, Low, Moderate, High, Very High, Intense	Supporting Information (if applicable)
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to dayoffice environment).	Low	Shift working to provide 24/7 working
WORKING CONDITIONS: Working Conditions **–** (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment	N/A	
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.	High	The job will involve dealing with a range of incidents ranging from traffic related to distressed individuals and attempted suicides

PERSON SPECIFICATION			
The information listed as essential is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.		**Essential or Desirable**	**How identified** A - Application/CV C - Certification I - Interview P - Presentation T - Test/Assessment
1.	**Qualifications:**		
	BTEC/NVQ Level 3 or equivalent level of experience in a related service area	Essential	A / C
	Specialist qualification relative to service area	Desirable	A / C
	Health & Safety qualification	Desirable	A / C
2.	**Relevant Experience:**		
	Proven work experience as a Control Room Operator or similar role	Essential	A / I
	Experience of communicating effectively with people at all levels	Essential	A / I
	Experience of working within a secure/confidential environment.	Essential	A / I
3.	**Skills (including thinking challenge/mental demands):**		
	Excellent communication skills with the ability to question telephone callers in a thorough, organised and effective manner	Essential	A / I
	Good organisational skills	Essential	A / I
	Ability to work effectively on your own and as part of a small team	Essential	A / I
	Practical and logical; able to solve problems	Essential	A / I
	Proficient in the use of IT programmes including G-Suite, Microsoft packages including Outlook, Word, Excel and PowerPoint	Essential	A / I
4.	**Knowledge:**		
	Work confidentially and in line with the Data Protection Act and GDPR	Essential	A / I
	Possessing an in-depth knowledge of the application of the National Decision Model (NDM) THRIVE	Desirable	

5.	**Interpersonal/Communication Skills:** **Verbal Skills**		
	Driven, determined, hands on, pragmatic, confident and personable	Essential	A / I
	Excellent communication, interpersonal and analytical skills	Essential	A / I
	Ability to work collaboratively developing productive relationships internally across all levels of the business and externally	Essential	A / I
	Innovative and proactive in a fast-paced environment with a willingness to adapt.	Essential	A / I
	Demonstrates integrity in all business interactions and honours personal commitments.	Essential	A / I
6.	**Written Skills:**		
	Report Writing	Essential	A / I
7.	**Other:** *If there aren't any state 'none'*		
	None		

HBB's Mission Statement is:*"keeping the region connected, whilst providing safe, sustainable and reliable use of the bridge and estate"* and key to this are the values listed below

Embedding our values into working practice – Our Behaviours

	Value	Meaning	Supporting Behaviours
	Healthy and safe	Creating a healthy and safe environment for everyone	• *Take responsibility for health and safety* • *Be Supportive, empathetic, and caring* • *Wellbeing is at the heart of what we do*
	Unique	We are a regional icon	• *Pride in what we do* • *Demonstrate resilience* • *Embrace flexibility*
	More than a Bridge	The bridge is a community, and the community is the bridge	• *Engaged with our community* • *Promote and demonstrate inclusivity* • *Be an ambassador of the Humber Bridge*
	Best at what we do	Be the best at what we do and exceed expectations	• *Accountable and behave with integrity* • *Bring a positive attitude* • *Customer focussed in all that we do*
	Everyone matters	Everyone is important and everyone matters	• *Respect for everyone* • *Always act with consideration* • *Always work together*
	Resourceful	Innovative and efficient in the approach to using our limited resources	• *Innovative in our approach* • *Transparent with our decisions* • *Be efficient to get the best results*

8.	**Disclosure of Criminal Record:** *Note: For Standard, Enhanced, Enhanced & Barring List Disclosures the candidate is required to declare full details of everything on their criminal record. In any event where the post holder requires a 'Basic Disclosure' or no disclosure is required, the candidate is required to declare unspent convictions only.*		
	Is a DBS Disclosure Required? Mark as essential if the post holder requires a DBS disclosure with a satisfactory check as a condition of their employment.	No	
	State type of check required: *no disclosure, Basic, Standard, Enhanced, Enhanced & Barring List Disclosure*	*No disclosure - the candidate is required to declare unspent convictions only*	

I confirm I have read, understood and agree to the Job Description which outlines the purpose of my role. I also understand the job description may need to change over time and this will be done by consultation.

Signed by:	
Name:	
Date:	