



**Home Safeguard Manager**

**Housing & Social Inclusion**

**East Devon District Council  
Knowle  
Sidmouth  
Devon  
EX10 8HL**

# Home Safeguard Manager

£22,730-£25,220 plus essential mileage allowance

Sidmouth

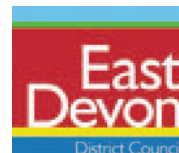
Many people across East Devon live without the support and contact of family and friends. But in a crisis, our Home Safeguard alarm service can give emergency help to people who need it most, day or night.



Put simply, you will manage and develop our Home Safeguard alarm service, working alongside the Business Manager to achieve service plan priorities and objectives. From managing the installation service through to out-of-hours support, you will ensure that we continue to deliver an effective, reliable and friendly service. You will be a great ambassador for the service too, promoting its benefits to the public and private housing sectors, and on occasion, giving presentations and talks at conferences. It will be your responsibility to produce a Home Safeguard newsletter, keeping customers informed of news and service developments and attract new business for the service.

You should have a good understanding of sheltered housing and community alarm services, especially Telecare and TSA Standards. Just as importantly, you are an inspirational leader and manager, with great communication skills and the ability to get the very best out of people. Good IT skills are essential and the ability to manage budgets is desirable, as is a full driving licence. An enhanced CRB check is required for this post.

**For an application pack, please contact the 'First Stop Desk' on 01392 383034 or to apply electronically visit [www.devonjobs.gov.uk](http://www.devonjobs.gov.uk) Alternatively, visit our website [www.eastdevon.gov.uk](http://www.eastdevon.gov.uk)  
Closing date: 10 July 2009. Ref: ED06070.**



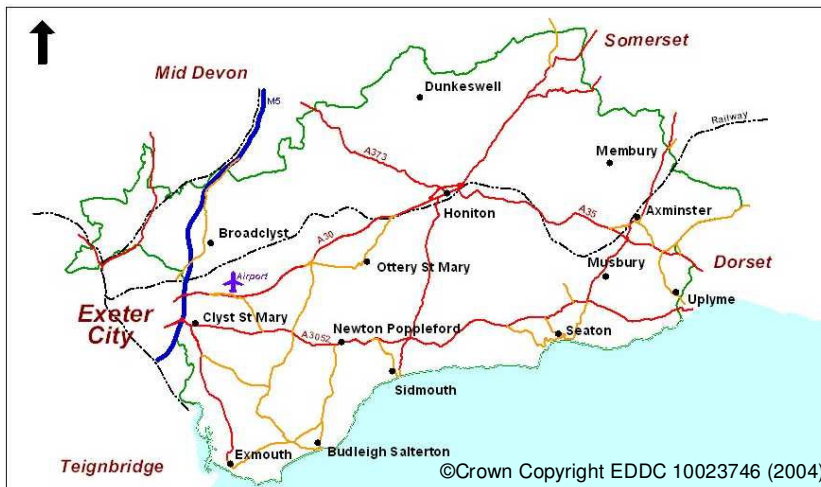
# INFORMATION LETTER

## The District

East Devon is one of eight Devon districts and, in population terms, it is the largest in the County.

Our district is set in a particularly attractive part of Devon in which to live and work and the coastline forms part of England's first World Heritage site designated for its natural environment. There are two areas of outstanding natural beauty and, within the district generally, there are extensive leisure opportunities and sports facilities.

The EDDC area of 81,477 hectares borders Exeter, Somerset and Dorset and comprises the area between the River Exe and outskirts of Exeter to the West, Somerset (inland) and Dorset to the East. Our larger coastal resorts are Exmouth, Budleigh Salterton, Sidmouth and Seaton and the major towns in the mainly rural inland area are Honiton, Ottery St Mary, Colyton and Axminster.



The Council's Corporate priorities are:

- Achieve thriving, balanced communities
- Take care of and improve our environment
- Encourage a flourishing local economy
- Provide community leadership and good value for money, customer focused services

Council policies are designed to ensure that the District continues to be an attractive location in which to live and work. Employment in the Service Sector is predominant with Construction, Light Industry and Agriculture also providing many opportunities. Exeter International Airport is located in the District and main line rail services and the national motorway network are easily accessible.

## The Council

The Council has 59 Members and employs a total of approx. 492 permanent and Fixed Term employees with a year or more service. EDDC administers the services of a non-metropolitan District Council including car parking, cleansing, environmental health, grounds maintenance, housing, planning and revenue collection.

We are committed to being an Equal Opportunities Organisation and have adopted the following statement:

**' We are committed to equal opportunities in employment and service delivery and are only interested in your ability to the job'.**

Procedures have been established to monitor the implementation of equality measures and data provided by applicants (on the tear-off sheet of the Application Form) will be retained, on computer or other records, by Human Resources. The data will be used for the specific purpose for which it is collected. It is not referred to or used during any part of the selection process.

### **Service Directors**

There are four Directors and the Chief Executive:

Chief Executive Mark Williams	P.A., Elections/Electoral Registration/ Chairman's Secretary, Customer Services
Diccon Pearse	Organisational Development (including Human Resources, Payroll Services, Training & Development and Policy Team) ICT, Legal, Licensing, and Democratic Services. Accountancy, Audit, Housing Benefits, , Revenue Collection
Peter Jeffs	Council Housing, "Home Safeguard" (Central & Emergency Control Centre & Sheltered Accommodation), Environmental Health including Health & Safety, Community Enforcement, and Arts. Building Control, Development Control and Technical Services, Land Charges
Karime Hassan	East of Exeter Team, Planning Policy , Property & Economic Development , Street Scene
Denise Lyon	Responsible for transforming customer service and customer focus across all our services.

### **General Advice to all Applicants**

#### **Applications**

Any false statement as to qualification or made in connection with an appointment will disqualify the applicant from appointment and, in any instance where employment has commenced before the disqualification is known, services will be terminated.

If you are appointed to the post and you are in receipt of Benefit such as Housing and/or Council Tax Benefit (from this or any other council), Tax Credits or any Benefit from the Department of Work and Pensions, it is your responsibility to inform all of the organisations involved that your circumstances have changed. Failure to do so could result in an overpayment of Benefit resulting in recovery action being taken and/or prosecution under the Social Security Administration (Fraud) Act 1997

#### **Canvassing**

Our Constitution advises that "any applicant who directly, or indirectly, seeks the support of any Councillor for any appointment to the Council will be disqualified". This does not, however, preclude a Councillor from giving, if requested, a written reference.

#### **Declaration - Relationships**

Our Constitution also requires that any candidate for appointment must state, in writing, whether they are the parent, grandparent, partner, child, stepchild, adopted child, grandchild, brother, sister, uncle, aunt, nephew or niece of an existing Councillor or of an employee of the Council or of the partner of such persons. We have, therefore, taken the opportunity to provide an appropriate section in our Application Form (enclosed) so that any relationship can be notified.

#### **Medical Assessment**

Appointment is subject to satisfactory medical assessment/examination by the Exeter Occupational Health & Safety Service (EXOHSS) and the successful candidate will be sent a Health Questionnaire for completion and submission directly to them. It is confirmed that EDDC does not receive a copy of the completed Health Questionnaire and that the assessment relates (only) to employment in the particular post.

## **Employment of Ex-Offenders**

Appointment to this post is subject to "Disclosure" - see attached Policy Statement.

East Devon District Council follows the CRB code of practice and you can access the code by downloading it from our website or by requesting a hard copy from Human Resources.

## **Qualifications / Examination Certificates**

Candidates called for interview must supply originals of all certificates which will be returned after verification/copying.

## **Pension**

Generally speaking, all employees who are employed for more than 3 months, over the age of 16 years are able to join the LGPS. If you do decide to join then your contributions are based upon a table of pay bandings between 5.5% – 7.5% of your pensionable pay.

## **Politically Restricted Post (PoRP)**

Appointment to post is not designated a politically restricted post (PoRP) under the Local Government and Housing Act 1989. Local Government Officers (Political Restrictions) Regulations 1990 refer.

## **References**

Appointment to this post will be subject to references being taken up. You will be required to supply the names and addresses of two people who are able to provide references relating to your experience and suitability for this post. One must be your present employer or most recent employer.

## **Applications/Interviews**

Completed Application Forms should be returned to Human Resources. The closing date for this post will be Noon 10 July 2009 acknowledgement of receipt will be sent to those applicants enclosing a stamped addressed envelope. Please Note: Curriculum Vitae are not accepted as an alternative to a completed EDDC Application Form. It is anticipated that interviews will take place on Thursday 23 & Friday 24 July 2009.

We would also advise that the Applications forms of unsuccessful applicants are retained (in Human Resources) for 6 months and that those of successful candidates are retained throughout the period of employment and for a reasonable time thereafter.

Applicants who have not been contacted within 4 weeks of the closing date can assume they have not been successful on this particular occasion.

Thank you for responding to our advertisement

Human Resources

## PERSON SPECIFICATION

**Job title and post number:** Home Safeguard Manager

**Grade:** Grade 6 £22,730 - £25,220

**Service:** Housing and Social Inclusion in the Communities Directorate

**Team:** Home Safeguard

Category	Requirements	Essential (E)/ Desirable (D)	Method of Assessment (Application Form/Interview/ Psychometric Testing)
<b>Education/Training</b>	1. Good level of literacy/numeracy.	E	Application form/interview
	2. Current valid driving licence.	E	Application form/interview
	3. Institute of Customer Service qualification/ or NVQ in Management	D	Application form/interview
	4. Degree level of further education	D	Application form/interview
<b>Experience</b>	5. Evidence of practical & Management experience within a Customer Call Centre, and working with vulnerable client groups.	E	Application form/interview
	6. Managing a staffed 24 hour service and organising staff rotas, budgets, and stock control of equipment or materials	D	Application form/interview
	7. Knowledge and experience of working with or for care or supported housing organisations or agencies.	E	Application form/interview
	8. Contract management, staff and contract performance monitoring and reporting, in a	D	Application form/interview

East Devon District Council Staff Person Specification

<b>Category</b>	<b>Requirements</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Method of Assessment</b> (Application Form/Interview/ Psychometric Testing)
	<p>managerial role.</p> <p>9. Experience of dealing with managing budgets and budget setting, project planning, and marketing new or existing products in the community to a specific client group.</p>	D	Application/ interview
<b>Knowledge</b>	<p>10. An understanding of current trends and issues in Local Government, preferably in a Housing related role.</p> <p>11. An understanding of the Supporting People programme.</p> <p>12. An understanding of sheltered housing and community alarm services with particular focus on Telecare and the TSA Standards.</p> <p>13. Knowledge of Tenant Participation and involvement.</p>	<p>D</p> <p>D</p> <p>E</p> <p>D</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<b>Skills/Abilities</b>	<p>14. Accuracy and attention to detail, particularly when working to tight deadlines.</p> <p>15. Ability to work on own initiative as well as part of a team.</p> <p>16. Excellent people management and interpersonal skills.</p> <p>17. Capacity for innovation and creativity.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application form/interview</p>

East Devon District Council Staff Person Specification

<b>Category</b>	<b>Requirements</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Method of Assessment</b> (Application Form/Interview/ Psychometric Testing)
	<p>18. Good IT Skills</p> <p>19. Ability to communicate clearly.</p> <p>20. Chubb/Tunstall Community Alarm Systems awareness and technical ability to learn new skills to manage a Community Alarm Centre.</p> <p>21. Excellent interpersonal, communication and report writing skills.</p> <p>22. Ability to work to meet deadlines.</p> <p>23. Organised and able to motivate others.</p> <p>24. Networking Skills.</p> <p>25. Organisation, IT and Time Management Skills.</p> <p>26. Ability to manage effectively a Team of staff and Operators – 12 staff in total.</p> <p>27. Leadership and team leader skills.</p>	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<b>Personal qualities and attributes</b>	<p>28. Be able to motivate and have the ability to listen to, work well with, and be respectful to others and committed to being a team player.</p> <p>29. Ability to show empathy with clients and their needs.</p> <p>30. Discretion.</p> <p>31. A positive ‘ can do’ approach to work</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>

East Devon District Council Staff Person Specification

<b>Category</b>	<b>Requirements</b>	<b>Essential (E)/ Desirable (D)</b>	<b>Method of Assessment</b> (Application Form/Interview/ Psychometric Testing)
	32. Calm and able to work under pressure. 33. Approachable and reliable. 34. Sense of humour. 35. Positive outlook.	E D D D	Interview Interview Interview Interview
Other relevant factors	36. Willingness to work non-standard hours on occasions and be part of the Disaster Recovery Procedures and call-out Team, when required. 37. Commitment to equal opportunities and diversity. 38. Ability to work in a non-smoking environment.	E E E	Interview Interview Interview

The Business Unit Manager reviewed this person specification in 9 June 2009.

## **JOB DESCRIPTION**

<b>Post title and number</b>	Home Safeguard Manager (06/070)
<b>Service</b>	Housing and Social Inclusion
<b>Team</b>	Home Safeguard
<b>Grade</b>	6
<b>Responsible to</b>	Business Unit Manager
<b>Responsible for</b>	Home Safeguard Community Alarm service, Private Sector Mobile Support Service (12 staff)

### **Disclosure applies**

This post is excepted from the Rehabilitation of Offenders Act (ROA) (as amended) and appointment is subject to satisfactory outcome of Disclosure (check of all criminal records).

### **Job purpose**

To manage and develop the business of the Home Safeguard Community Alarm Service including dispersed alarms, and to support the Business Unit Manager in achieving the Service Plan priorities and objectives of the Council.

### **Key activities**

1. Management of the Home Safeguard Community Alarm service, including the Private Sector installation service of alarm equipment, the 'out of hours' and lone working monitoring for East Devon District Council and Teignbridge District Council.
2. Promote development of the Home Safeguard service to meet identified needs including meeting trading targets and the production of a Business Plan and Strategy for service development and improvement.

### **Activities specific to the post:**

3. Provide and manage staff work rotas and procedures to ensure the provision of an effective and reliable service is provided to customers.
4. Recruit, induct, and train suitable staff to provide the Home Safeguard Community Alarm service, including the installation of Telecare alarm equipment.

5. Ensure all calls received by Home Safeguard on the emergency system or by phone are dealt with promptly, courteously, and effectively with regular monitoring and recording of such calls.
6. Provide all new customers upon installation of the alarm equipment a Home Safeguard Information pack including details and services. Ensure this information is regularly updated.
7. Produce and distribute all Private Sector customers the Home Safeguard Newsletter containing up to date and relevant information of the Home Safeguard service.
8. Ensure that all information stored at Home Safeguard central control is kept up to date, in a secure manner, and in accordance with the Data Protection Act, 1984.
9. Promote and market the 24-hour Home Safeguard service to the public and private housing sectors including liaison with organisations, giving talks, presentations and attending conferences when required to identify opportunities for growth/new business with a view to meeting targets and objectives set for the service .
10. Liaise with the contractor who provides the maintenance contract all faults regarding the alarm systems; issue orders for all repairs and maintenance of Home Safeguard equipment and authorise accounts for payment, as appropriate.
11. Ensure the Business Continuity Plans for the service are robust, and the service does not get interrupted.
12. Ensure that the correct charging procedure is followed for all subscribers who pay for the Home Safeguard Service including recovery of charges, liaising with the Accountancy Section and Internal Audit.
13. Investigate and resolve, where necessary by personal visit, all problems and complaints by customers both in the public and private housing sectors regarding maintaining the smooth and efficient running of the service, and ensure that all participants are provided with material and information on how to operate the equipment.
14. Maintain and create database information for public and private customers details, including keeping and maintaining records of performance management and monitoring of calls when necessary regarding training and supporting staff in their roles.

15. Respond to and deal with requests from prospective customers are contacted about alarm and equipment installations, and these are handled courteously, promptly and effectively.
16. Act as the Lead Officer in the development of the Home Safeguard Community Alarm service to meet the needs of identified client groups, including the review and evaluation of examples of good practice used by other organisations.
17. Be the Lead Officer in ensuring that the Home Safeguard Operators are proficient in activating the Disaster Recovery procedures in the event of an emergency, and evacuation of the building, if required.
18. Be Lead Officer on any partnership arrangements with other agencies to develop and co-ordinate support service provision for identified client groups, including opportunities for enhanced working.
19. Prepare correspondence including advising, compiling and reporting statistics on all matters related to Home Safeguard.
20. Manage the Home Safeguard budget.
21. Review and update all working practices and procedures in relation to the Home Safeguard Community Alarm service.
22. Ensure our customers who we hold contract with to provide group connections and out of hours services to receive regular monthly statistics of activities relating to the contract terms and conditions of reporting.
23. Contribute by active involvement in the promotion and operation of customer care practices and Tenant Participation.
24. **Contribute to reports for members, Strategic Management Team and partner working groups to consider on issues relating to the Home Safeguard Service functions.**
25. **Contribute to the performance of the Service through the service planning, annual appraisal and team meeting processes.**
26. **Support the Business Unit Manager in making sure Home Safeguard offers a customer focused service and strives to be innovative in its search for continuous improvement.**
27. **Recognise the role in forming constructive relationships, both in the team and across the Council, to help promote positive communication across the organisation.**

- 28. Act as an ambassador for the Council.**
- 29. Attend meetings as required during working hours, or with a minimum of 24 hours notice for out of hour's meetings.**
- 30. Comply with the Council's Constitution and policies.**

**Perform any other relevant activities commensurate with the grading of the post, in negotiation with the Business Unit Manager.**

**This job description was reviewed in 9 June 2009 by the Business Unit Manager**

**RISK ASSESSMENT PROFILE**

[RAP forms part of the Job Description please ensure a copy is always attached]

**Post No: 06/070 – Permanent post**

**Job Title: Home Safeguard Manager**

**Service: Housing & Social Inclusion**

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	Seldom or never
Level 2	Occasionally (once a month)
Level 3	Fairly Regularly (1 per week)
Level 4	Regular (2-3 times per week)
Level 5	Daily

Potential Risks and Hazards	Level of Frequency
Visual Display Screen user	5
Car Driving	4
HGV, LGV Driving	1
Prolonged Sitting, standing	5
Exertion (other than lifting)	1
Lifting	1
Manual Handling – Repetitive movements, bending twisting	1
Working with the Public	5
Face to face contact with abusive customers	2
Lone Working	3
Night Working	1
Shift Working	1
Use of Chemical and or Skin irritants	1
• Head phone use/ Auditory performance / Noise	1
❖ Hand Arm Vibration / Noise	1
❖ Use of Machinery / Noise / Vibration	1
Outside Working / Inclement weather	1
Working at heights (above 2 metres)	1
Working in confined spaces	1
Risk of exposure to bodily fluids	1
Risk of contact with infectious diseases	1
Risk Of exposure to Asbestos	1
Other - Please specify	

- Any post identified in levels 2-5 will require a Hearing Test
- ❖ Any post identified in levels 2-5 will require a Hand Arm Vibration Screening Test

**Please complete and forward electronically to Human Resources together with up-to-date Job Description.**

**The Risk Assessment was reviewed & completed by the Manager of the above post.**

Manager Name: **Jill Johnson**. Manager Job Title: **Business Unit Manager**.

Date of review .....  
 [April 2009]

## **Policy Statement**

**East Devon District Council is working towards equality of opportunity and welcomes applications for employment from all candidates**

### **Information for employees and potential employees**

1. We recognise that employing ex-offenders can help to prevent re-offending and we will observe guidance issued, or supported, by the Criminal Records Bureau (CRB).
2. We will co-operate with the CRB and enable them to undertake assurance checks and will report any suspected malpractice or suspected offences relating to the misuse of information.
3. Application forms – applications for employment will only be accepted on the Council's standard application form which will exclude questions about criminal offences.
4. Only candidates called for interview will be asked questions about their criminal records. The questions will include disclosure of spent convictions only when applying for a post which is *excepted* by the Rehabilitation of Offenders Act (as amended). Otherwise, you will be asked to declare unspent convictions only.
5. We will advise all applicants, in advance, if the post advertised is *excepted* from the Rehabilitation of Offenders Act (as amended) and will request a check (disclosure) of criminal records before an appointment is confirmed. The fee for the disclosure by the Criminal Records Bureau (CRB), Liverpool, will be paid by the Council.
6. Having a conviction will not necessarily bar you from employment with us as we will assess the relevance of any conviction to the particular post for which you apply. This assessment will include consideration of the nature of the work and the working environment.
7. Information on convictions will be kept strictly confidential and on a need-to-know basis.
8. Records showing details of convictions will be destroyed 6 months after they are used for decision-making purposes. The 6 month period is to allow time for any challenge.

## **Notes**

### **“Rehabilitation periods”**

The Rehabilitation of Offenders Act (ROA) (as amended) refers to periods of “rehabilitation” after which a sentence is considered “spent”. Rehabilitation periods vary according to the original sentence and age. For example, for a person aged 18 or over sentenced to imprisonment for a period of between 6 months and 2½ years the period to become “rehabilitated” is 10 years. The period for a person aged 17 or under, sentenced to the same period of imprisonment, is 5 years.

Suspended sentences (treated as having taken effect) are treated the same as for a custodial sentence.

### **“Spent convictions”**

Once a conviction is “spent” the rehabilitated person normally does not have to reveal its existence in most circumstances and can answer “NO” to the question “Do you have a criminal record?”

### **“Exceptions”**

Whilst the “spent” provision normally applies, there are certain occupations which are excepted (see below) including working in positions of trust with children and other vulnerable groups; the intention of which is to ensure that they are protected from those in positions over them. No exceptions apply to “unspent” convictions and candidates for all appointments can be asked to disclose such convictions.

### **“Unspent convictions” (no exceptions)**

Unspent convictions are custodial sentences of more than 2½ years.

They are also those sentences of less than 2½ years where the rehabilitation period has not yet expired.

### **“Disclosure”**

Is a means of checking criminal records which is carried out by the Criminal Records Bureau (CRB), Liverpool. Any offer of appointment to an “excepted” post is subject to disclosure and satisfactory outcome of assessment.

**Examples of the exceptions include those listed below but, in any event, we undertaken to advise all applicants (see also Job Description) when an advertised post is “excepted” and subject to “disclosure”.**

### **Examples of excepted occupations include:**

Any employment or other work which is concerned with the provision of care service to vulnerable adults and which is of such a kind to enable the holder of that employment or the person engaged in that work to have access to vulnerable adults of such services in the course of his normal duties.

Employment concerned with the provision to persons under 18 of accommodation, care, leisure and recreational facilities, schooling, supervision or training.