

SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

Directorate: Place and Prosperity	Division: Housing Services	Job Title: Careline Control Operator
--	-----------------------------------	---

Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
	Control Centre Operators Certificate or comparable qualification	Application Form Copy of qualification(s)
Ability to work flexible shift patterns		Application Form Interview
Computer Keyboard Skills		Application Form Interview

Competency	Level	Essential	Desirable	How Assessed
Achieving Results	1	Experience of achieving goals and objectives. Ability to determine own workload and prioritise work.		Interview
Communication	2	Ability to be sensitive to the communication needs of others. Ability to ensure the accuracy of messages & communications. Ability to ask probing questions and to listen attentively.		Interview
Creative Thinking	1	Open minded when presented with a new perspective. Ability to put forward own ideas and suggestions where appropriate.		Interview

Competency	Level	Essential	Desirable	How Assessed
Customer Focus	2	Experience of providing a high standard of customer service to both internal and external customers. Ability to take ownership & personal responsibility for solving customer problems.		Interview
Decision Making and Problem Solving	1	Ability to choose an appropriate course of action from a range of options. Ability to recognise the impact of their decisions.		Interview
Making Change Work	1	Ability to embrace change and adapt to fit in.		Interview
Managing Resources, Projects & Processes	1	Ability to follow procedures and complete tasks accurately.		Interview
Personal Impact	1	Demonstrates appropriate and professional behaviour. Ability to observe and listen to others.		Interview
Working Relationships	1	Experience of being a good team player and carries out their share of the work. Pursues positive relationships.		Interview
Equal Opportunities and Fairness		Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.		Interview

Date Issued: November 2025

Issued by: Telecare Supervisor

