

**Job Title:** Alarm Response Centre Day Controller (part time)

**Department:** ARC/Customer Operations

**Reports to:** ARC Operations Manager

**Working Hours:** Mon- Fri. Shift times 11am-3pm, 4.30pm-8.30pm

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### **Overall purpose of the role:**

Peoplesafe is the largest provider of workforce safety services in the world. Over the last 25 years, we have successfully developed a technology platform that gets emergency help to anyone, wherever they are and whenever they need it.

As an ARC Shift Controller, you will play a crucial role in safeguarding lives by providing rapid, accurate, and effective telephone response to alarms raised by vulnerable workers. Working in our Alarm Receiving Centre (ARC), you will assess incoming incidents, determine appropriate actions, and coordinate with emergency services where necessary—all while maintaining professionalism and composure under pressure.

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### **Key Responsibilities**

- Respond to incoming alarms promptly and within defined service levels.
- Assess and verify alarm situations, determining whether escalation to emergency services is necessary.
- Initiate outbound calls to users or emergency contacts to gather additional information.
- Accurately document all actions taken during each incident.
- Communicate clear, comprehensive, and accurate details to emergency services or other relevant parties.
- Identify and report any issues with systems or customer profiles to the Customer Support Admin team.
- Maintain up-to-date knowledge of Peoplesafe procedures and comply with all operational standards

## Key Knowledge and Skills

- At least 1 year in a Contact Centre, high-paced office, or customer service environment is desired.
- Computer literate with working knowledge of Microsoft Office.
- Able to learn and adapt to proprietary systems and reporting tools.
- Excellent verbal and written communication.
- Calm and effective under pressure, with the ability to make quick, informed decisions.
- Professional and personable telephone manner
- Proactive, reliable, and team-oriented.
- Able to work independently, multitask, and prioritize workload

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Please also be aware of and follow the Peoplesafe policies and procedures, with particular attention to health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

Peoplesafe reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.