JOB DESCRIPTION

JOB TITLE: CCTV Operator

SERVICE: Town Centre Operations

GRADE/SALARY: Grade 5

RESPONSIBLE TO: Town Centre Operations Manager

MAIN PURPOSE OF POST:
To ensure the safety and security of people and property within public areas and other facilities via surveillance of the CCTV network, this comprises of over 160 cameras throughout the Borough.

DUTIES AND RESPONSIBILITIES

The post holder must, at all times, carry out their duties and responsibilities to comply with Borough Council policies/procedures.

1. Monitor and operate the CCTV cameras and associated equipment in the CCTV control room using various operating platforms

2. Follow protocols for maintaining the security of the CCTV control room and its facilities to the British Standard and Council’s Code of Practice

3. Operate a range of remote call monitoring, alarms and communication facilities contained within the control room

4. Report any incidents that occur immediately to the police north incident control room via a dedicated link, and/or report to other relevant agency and provide support/commentary to the police and/or other relevant agency.

5. Maintain accurate records of data recordings and events, using incident reporting software

6. Participate in personal training and development in order to maintain an understanding of current CCTV legislation and regulation

7. Assist the police in respect of preparation of evidence and other activities associated with attendance at court as a witness.

8. Provide recorded media to authorised personnel, following established protocol
9. Contribute to the development and enhancement of the service and control room working practices

10. Provide assistance in displaying and exhibiting the CCTV services to interested parties

11. Participate in team briefings, on-line mandatory training, operator working groups and the Employee Performance and Development program. And work closely with management and other agencies in the development and administration of the service

12. At all times the post holder must maintain and respect the security and sensitivity of the service. Comply with the adopted Code of Practice and service operational procedures at all times, breaches of which will result in disciplinary action being taken.

13. Any other duties which are equal or similar to the responsibility level and the grade of the post

GENERAL

1 To be aware of the Service’s Fire Policy and Emergency Evacuation Procedures, and to undertake the duties and responsibilities required by them.

2 To be aware of, and comply with, the Service’s Health and Safety Policy.

3 To be aware of, and implement, the Council’s Equalities & Diversity Policy.

4 To comply with the Council’s ICT policy.

5 To undertake any other duties and responsibilities that are commensurate with the grade and level of the post.

SPECIAL FEATURES OF THE POST

This post is subject to an enhanced check from the Disclosure and Barring Service.

You will be subject to a Non-Police Personnel Vetting (NPPV) for the use of police airwaves radios.

The post involves working over the 24hr shift period, including Bank Holidays and weekends.

You may be required to carry out your duties at your usual workplace or at another Council site.
PERSON SPECIFICATION

Job Title: CCTV Operator
Service: Town Centre Operations

SKILLS/KNOWLEDGE/ABILITIES

Essential
Ability to communicate effectively with the general public, including the police and other emergency services, and work as part of a team.

Possess good observation skills and the ability to respond quickly to observed incidents or events.

Ability to remain calm and sympathetic when under pressure, yet with the ability to act positively and quickly when required to do so.

Ability to record incidents accurately using basic computer systems.

Ability to operate sensitive electronic control equipment.

Desirable
Good telephone and radio communication manner.

EXPERIENCE

Essential
Experience of working within a controlled environment on your own or part of a team and including use of computers.

Desirable
Previous knowledge of CCTV.

An understanding of simple electronic machinery.

QUALIFICATIONS

Essential
Educated to a minimum of GSCE/O’ level standard or equivalent.

Desirable
Security Industry Authority licence for Public Space Surveillance (CCTV) – you will be required to achieve this qualification during your initial training/probation period, this will be facilitated by CBC.