

Person Specification

JOB TITLE:	CCTV Operator	POST NO:	TBC
GRADE:	7	DEPARTMENT:	People and Communities Directorate
HOURS	37 (FTE) - 28hrs Pro rata		
DIVISION:	Community Safety	DIRECTOR:	Adrian Chapman
DATE:	29/06/2022	COMPLETED BY:	CCTV Manager

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> To have an understanding of the use of CCTV in public places and the issues relating to public safety and security in an urban environment. A/I An enhanced awareness of the technical capabilities of CCTV and other security related equipment. A/I An awareness of partner requirements, particularly the police, in the operation of CCTV systems and the management of evidential material. A/I An awareness of legislative responsibilities and procedures in relation to CCTV including the Human Rights Act 2000, the Data Protection Act 1998 as amended, the Regulation of Investigatory Powers Act 2000, the Freedom of Information Act 2000. A/I 	<ul style="list-style-type: none"> An awareness of local authority responsibilities and procedures. A/I Geographical Knowledge of Peterborough City Centre and Townships, and Fenland district towns. A/I/W Basic knowledge of housing defects and their causes. A/I Knowledge of Council Buildings and services. A/I
SKILLS & ABILITIES	<ul style="list-style-type: none"> Good Interpersonal Skills Ability to communicate effectively both orally and in writing. P/W Ability to maintain both manual and computerised record systems. A/I/W Ability to make decisions, prioritise tasks and work on own initiative to ensure high standards and service delivery A/I Basic keyboard skills and experience in the operation of proprietary and bespoke software packages. W An ability to organise and plan effectively. A/I 	<ul style="list-style-type: none"> Ability to manage computer software packages. A/I

	<ul style="list-style-type: none"> • Technical competence in ensuring the operation of CCTV, radio communications and other related equipment. A/I • Ability to operate CCTV equipment. A/I • Ability to remain calm, patient, sympathetic, tactful and effective whilst undertaking a varied workload, within a demanding environment. A/I • High level of problem solving, with regard to CCTV, alarm and intruder detection systems and the out-of-hours and lone worker services. 	
EXPERIENCE	<ul style="list-style-type: none"> • Previous experience of working in a public space CCTV environment. A/I • Dealing with customer queries on the telephone within customer care guidelines. A/I • Dealing effectively with difficult and concerned customers. A/I • Use of MS office in an office environment. A/I 	
QUALIFICATIONS	<ul style="list-style-type: none"> • A nationally recognised CCTV Operator qualification. A/I • To be SIA licensed in respect of Public Space Surveillance or suitable to hold such license. A/I 	<ul style="list-style-type: none"> • A nationally recognised Customer Service qualification. A/I
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • To be able to work the 24/7 rotating shift pattern A/I • To be able to report for work at any time of the day or night. • To be flexible and able to change duties, often at short notice. A/I • To be contactable by telephone. A/I • To meet security clearance checks as required by the authority and partner agencies. A/I 	
EQUALITY	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. A/I 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care A/I 	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A) Application, (I) Interview, (P) Presentation, (W) Written Test.]