

Job Description

Department: People and Communities

Division/Section: Community Safety – CCTV services

Job Title: CCTV Operator

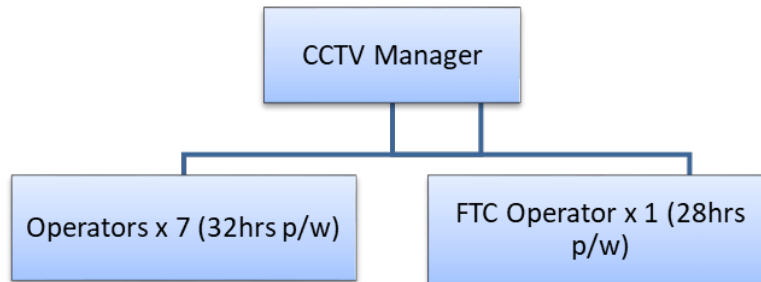
Post No: 014222

Grade: 7

Reports to: CCTV Manager

Organisation Chart:

Does the post involve working in regulated or controlled activity with children or vulnerable adults?



CRB Check applicable?

Regulated ☒ **Controlled** ☐ **Neither** ☐

Standard ☒ **Enhanced** ☐ **None** ☐

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?

Yes ☐ **No** ☒

Line Management responsibility for:

No. of direct reports: 0

No. of indirect reports: 0

Size of budget:

None

Job Purpose:

To provide an effective and professional monitoring and response service for all CCTV cameras, alarms and intruder detection systems connected to the shared CCTV Control room to assist in the detection and prevention of all aspects of crime and disorder, enviro crime and in support of each Councils wider objectives and commercial contracts.

To receive, assess and respond appropriately to all customer contact relating to the Councils Out of Hour's and Lone Worker services ensuring all calls received are appropriately handed off or directly actioned as per internal procedures and instructions.

Main Duties and Responsibilities:

1. Provide effective monitoring and response for all CCTV, alarm and intruder detection systems in the control room including manual control of cameras to facilitate the monitoring of live incidents and pro-active patrolling in order to deter, detect and reduce crimes against person and/or property.
2. The gathering, recording and securing of digital evidence to a standard that is acceptable to ensure acceptance in any criminal or civil court proceedings.
3. To make immediate decisions (including referral and liaison with relevant agencies) as to the appropriate and necessary course of action required based on the information observed and obtained during delivery of core duties.
4. To provide real-time images and communication to the Police Force Control Room (FCR) to assist in crime prevention and detection and the identification of offender(s).
5. Provide regular and timely updates to internal teams on key information and CCTV incidents relating to Anti-Social Behaviour (ASB) in areas of concern and/or high priority. This includes providing retrospective support of reports of ASB covered within CCTV zones.
6. To take appropriate action for all radio calls received from all business members from the connected business crime reduction partnerships (ShopWatch City Link, PubWatch) ensuring they are concluded satisfactory by liaising with the appropriate agency or services.
7. To maintain high standards of operational effectiveness at all times ensuring services are delivered in accordance with the CCTV Code of Practice (and relevant legislation), Operational procedures and internal instructions.
8. To deliver the services and systems in full compliance to agreed Service Level Agreements (SLA) and/or commercial contractual obligation and in accordance to operational procedures and internal instructions.
9. To respond, assess and take the appropriate decision and actions in relation to all alarm calls received, either from person or property based systems, as per SLA's, operational procedures and internal instructions.
10. To keep and maintain accurate, concise and detailed written and computerised records and logs.
11. To carry out administrative tasks and functions in relation to general working systems within the control room in accordance with Health and Safety requirements.
12. To carry out a daily check of the operation of the CCTV system and to identify, prioritise and report any defects in accordance to operational procedures to ensure timely and effective repair.
13. To effectively carry out administrative functions in dealing with visitors to the control room, including all telephone calls, emails and faxes received.
14. To liaise with the Police and other authorised agencies for the viewing of digital media. This includes carrying out full administrative functions for viewing, exporting, storage, logging and reporting of all digital media in accordance to the CCTV Code of Practice, Operational procedures and internal instructions.
15. To maintain the security of the control room in accordance to the operational procedures and with particular regard to the admission and supervision of all visitors whilst on the premises.
16. To ensure Data Security and compliance in accordance to the CCTV Code of Practice and Data Protection Act.

17. To attend and give evidence at Court in any criminal or civil proceedings arising from evidence provided whilst carrying out work within the control room.
18. To positively receive, assess and respond appropriately to all calls and contacts relating to the out of hours services from the general public, customers, clients and partners and thereby taking full action and ownership to hand off and resolve the enquiry satisfactorily.
19. To appropriately prioritise all conflicting calls for service that could be received at points during the shift and ensuring prioritisation is informed against agreed SLA's and/or commercial arrangements.
20. To ensure all contacts both outgoing and incoming, either by telephone, alarm, radio or other communication means, is correctly logged and detailed within the control room database system including action taken.
21. To liaise with statutory partners, contractors and relevant partners in relation to both to calls received from members of the public or in relation to CCTV and alarms via the most efficient means possible.
22. To inform the manager of any issues which are likely to have repercussions for the Council and/or contractual arrangements or where a decision is required at a high level.
23. To develop and maintain a broad knowledge of service areas to ensure customers receive accurate information and a 'one stop' service for query resolution. This includes notifying the manager of any barriers or inefficiencies with service operational delivery.
24. To assist in the training, mentoring and coaching of new operators.
25. To maintain high level of housekeeping ensuring the control room and other areas are kept clean and tidy at all times.
26. Ensure a full and comprehensive handover / takeover is carried out on the commencement and end of each operator shift to support the delivery of an efficient and effective service.
27. To undertake any other duties as stipulated by the manager which are in keeping with the purpose of the role and core duties.

Generic Responsibilities:	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>
Variation Clause:	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

DATE: 29/06/2022

COMPLETED BY: CCTV Manager

PETERBOROUGH



Person Specification

JOB TITLE: CCTV Operator **POST NO:** 010380
GRADE: 7 **DEPARTMENT:** People and Communities Directorate
HOURS: 37 (FTE) - 32hrs 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/IAn enhanced awareness of the technical capabilities of CCTV and other security related equipment. A/IAn awareness of partner requirements, particularly the police, in the operation of CCTV systems and the management of evidential material. A/IAn 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/IGeographical Knowledge of Peterborough City Centre and Townships, and Fenland district towns. A/I/WBasic knowledge of housing defects and their causes. A/IKnowledge of Council Buildings and services. A/I
SKILLS & ABILITIES	<ul style="list-style-type: none">Good Interpersonal SkillsAbility to communicate effectively both orally and in writing. P/WAbility to maintain both manual and computerised record systems. A/I/WAbility to make decisions, prioritise tasks and work on own initiative to ensure high standards and service delivery A/IBasic keyboard skills and experience in the	<ul style="list-style-type: none">Ability to manage computer software packages. A/I

	<p>operation of proprietary and bespoke software packages. W</p> <ul style="list-style-type: none"> • An ability to organise and plan effectively. A/I • 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.]