



JOB PROFILE

SERVICE AREA	Corporate Enforcement
JOB TITLE	CCTV Operator
GRADE	B
RESPONSIBLE TO	CCTV Manager
KEY LIAISON WITH	Essex Police, Corporate Enforcement, Environmental Health
JOB PURPOSE	Operation of the Council's telemetry and recording equipment controlling the Closed-Circuit Television systems installed in the Borough, strictly within the guidelines set down by the Council.
JOB PROFILE LAST REVIEWED	November 2019

KEY CORPORATE ACCOUNTABILITIES

1. To work with colleagues to achieve service plan objectives/targets.
2. To participate in Employee Development Scheme/Appraisals and contribute to the identification of your own and team development needs
3. To actively promote the Council's Equal Opportunity Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination taking place.
4. To ensure full compliance with the Health and Safety at Work Act 1974 etc., the Council's Health and Safety Policy and all locally agreed safe methods of work.
5. To fully understand and be aware of the commitment to Section 17 'Duty of the Crime and Disorder Act 1998 to prevent crime and disorder'.
6. At the discretion of the Head of Service, such other activities as may from time to time may be agreed consistent with the nature of the job described above.



KEY SERVICE-RELATED ACCOUNTABILITIES

1. Operation of telemetry equipment controlling the general view and direction of closed-circuit television cameras.
2. Maintaining a written log and the CCTV Surveillance Suite database for surveillance undertaken in accordance with the Council's agreed operating guidelines.
3. Liaising with the local Police Force, including by direct audio link, in accordance with the Council's guidelines.
4. Maintaining and controlling surveillance photographs produced in accordance with the Council's agreed operating guidelines.
5. Undertaking training programmes as required and directed by the Council and the Police.
6. To observe all security instructions regarding access to and information about the Monitoring Centre and CCTV staff and access to other areas of the Town Hall.
7. To assist in ensuring the security and safety of the Town Hall and to carry out duties including:
 - locking the Town Hall at night after the conclusion of meetings and/or normal business activities and ensuring building is vacated
 - unlocking and opening the building to enable access to staff and customers at the start of the working day
 - to maintain a record of staff and other persons entering and leaving the building at weekends.
 - To administer the access control system, authorising and deactivating access cards as required to ensure premises security.
8. To provide a first response to emergency and other phone calls received by the Council outside normal working hours including enquiries for Council housing repairs, incidents which would trigger the 'Gold' response procedure.
9. To liaise with other Council officers, contractors and other persons as necessary to respond to telephone requests received in accordance with operating instructions and to use judgement to appropriately deal with issues reported.
10. To participate in the Council's performance review process and undertake any training and development in support of your role, as



required.

11. To carry out duties with regard to the health and safety and other Council policies including confidentiality, equal opportunities.
12. To undertake such other duties as may be reasonably required within this post to support the operational needs of the service area and Council, including maintaining business continuity and during any civil emergencies.



PERSON SPECIFICATION

JOB TITLE: CCTV Operator

DEPARTMENT: CCTV

Information for Applicants: The Person Specification provides an outline of the experience, skills and abilities we expect the Successful Applicant to possess. You should match your own skills, experience, and abilities to those listed below. Tell us in what way you have carried out the criteria asked for. **Disabled people will be offered an interview where they meet the Essential Criteria alone**

Method of Testing

1 = Application Form 2 = Interview 3 = Assessment Tests

Weighting of Criterion

1 = Low Importance 2 = Medium Importance 3 = High Importance

<u>Key Competencies and Behaviours</u>	How Measured 1 - 3	Weighting of Criterion 1 - 3
1. Skills and Abilities – Essential		
<ul style="list-style-type: none"> Basic computer skills, including data entry to an Access system. Familiar with the use of Microsoft Outlook/email. 	3	3
1. Skills and Abilities – Desirable		
<ul style="list-style-type: none"> Demonstrate clear judgement and decision-making skills. 	2	2
2. Special Knowledge – Essential		
<ul style="list-style-type: none"> Must have good telephone and two-way radio communication skills 	3	3
2. Special Knowledge – Desirable		
<ul style="list-style-type: none"> Understanding of closed Television monitoring systems (although training would be given) 	1	1
3. Experience – Essential		
<ul style="list-style-type: none"> Awareness of secure working arrangements/environment and dealing with 	2	3



<u>Key Competencies and Behaviours</u>	How Measured 1 - 3	Weighting of Criterion 1 - 3
sensitive issues.		
3. Experience - Desirable		
<ul style="list-style-type: none"> • Previous experience within a CCTV Monitoring Office or within the role of Security Guarding Control Room Operators Certificate (SITO) or evidence of comparable skills. 	2	2
4. Other Requirements – Essential		
<ul style="list-style-type: none"> • Must have good eyesight (with glasses or contact lenses). • Must be able to work with minimum supervision and capable of lone working. • Dependable, self-reliant. 	2	3
4. Other Requirements – Desirable		
<ul style="list-style-type: none"> • Be able to write clear incident reports and keep accurate records. 	3	2
5. Equality – Essential		
<ul style="list-style-type: none"> • Fulfil this role within the framework of service objectives, the Council's corporate objectives and policies and any legal requirements 	3	3
5. Equality – Desirable		
<ul style="list-style-type: none"> • None 		