

Job Description

Service:	Operations/Shared Monitoring Service
Job title:	CCTV Monitoring Centre Operator
Grade:	Grade D with 10% shift allowance
Hours of work:	33 hrs worked average per week including one hour rest break on 12-hour shifts, Rotating shift pattern operating 12 hour shifts to cover OOH and CCTV peak periods.
Responsible to:	Service Delivery Manager
Responsible for	
Direct reports:	None
Indirect reports:	None
Budget:	None

Purpose of Post:

1. To provide overall operations and monitoring of CCTV, alarms, Lone worker and OOH systems as part of the councils commitment to community and public safety. To work with external agencies in relation to service operational matters, predominantly the police. To perform all required system and other checks or duties given, and handle and document enquiries and escalate as required.
2. To use the CCTV equipment in the shared services area of observation to help detect and deter crime and anti-social behaviour and provide high quality evidence to allow enforcement agencies to investigate and prosecute offenders.
3. To respond to emergency Out Of (OOH) Hours calls and assist in the resolution and or timely passing on of information on emergency repairs, noise complaints, other emergencies and responding to any calls concerning the protection of lone workers or properties alarms as received.
4. To maintain flexibility and a willingness to work additional hours, for which additional payment will be made, or change shift patterns to ensure the resilience of the service is maintained.

Key Deliverables:

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within the shared service.

1. To use the CCTV equipment proactively and to its optimum level to help enforcement agencies to detect and deter crime and anti-social behaviour.
2. Use the CCTV cameras to identify offenders and provide high quality evidence to enable investigations and where necessary prosecutions and if required provide written witness statements and attend court if necessary.
3. To capture, process, log accurately and help to provide data(evidence) to enforcement and other agencies in accordance with DPA, and other instructions and procedures.
4. To operate the CCTV system in accordance with the legislation regarding the use of CCTV and the systems Code of Practice, Operational Manual, Standard Operating Procedures, Council Policies and any other instructions issued from time to time.
5. To ensure all logs, reports and records are produced accurately and promptly, covering all activities involving CCTV both externally and internally within the Control Room.
6. To liaise on a daily basis with Officers, Managers, Members of Huntingdonshire District Council and Cambridge City Council, Police Officers and other agencies that have authorised access to the Monitoring Centre Control Room.
7. To operate and respond to the Out of Hours emergency repair system, noise complaints, other emergencies, lone workers and the emergency homeless service on behalf of the shared service and in accordance with instructions held within the Control Room.
8. Monitor any emergency situation which develops within the services area of responsibility and carry out the actions laid down to resolve the issue and liaise with the Council's Emergency Planning Officer and activate emergency processes as required.
9. Carry out and log daily equipment checks, and report all faults and failures of CCTV or IT or communication equipment as soon as they occur to the contractors responsible for their maintenance and record all details in the faults log.
10. To liaise with the Police and other authorised agencies for the viewing of images recorded on the CCTV system at a time suitable to both organisations.
11. Monitor the Police Airwave radio and respond to requests for assistance. Alert the Police over Airwave to any incident or potential incident as soon as it is identified.
12. Monitor the retail radio systems in Huntingdonshire and Cambridge and offer any assistance required.
13. Assist the Street Rangers with their duties as required and help maintain their welfare and safety. Assist other Departments within the shared service as required.
14. Monitor fire and security alarms and camera activated alarms and carry out the required action to resolve the issue.
15. Operators on duty are responsible for the security of the Control Room and its contents, including the security of data and its transfer to authorised agencies. Only authorised personnel are permitted access to the Control Room and they must be booked in and out.
16. Operators are to attend all training agreed between themselves and the Asst Manager and/or Service Manager.
17. The Operator on duty is responsible for keeping the Control Room clean and tidy at all times.

18. Ensure that reasonable care is taken at all times for health, hygiene, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the service.

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Knowledge and Qualifications	1. Essential - Basic understanding of Data Protection and Human Rights (privacy). 2. Essential - Hold 5 or more GCSE's (or equivalent). Including GCSE grade 5 or above in English. 3. Essential - Hold, or to obtain within 6 months of commencement of employment (HDC will assist), BTEC Level 2 in Public Space CCTV and SIA PSS licence and maintain licence. 4. Essential -Hold, or obtain, within 6 months of commencement of employment (HDC will assist), an SIA Public Space CCTV Licence and maintain current licence. 5. Essential - Obtain within 6 months of commencement of employment(HDC will assist), satisfactory clearance under the Non-Police Personnel Vetting and maintain police clearance.
Experience	• Desirable - Significant and demonstrable experience in the operation of CCTV public space surveillance systems or Customer Care/ call handling • Desirable- Significant experience in security, HM forces or emergency or operational / customer services environment • Desirable - Experience in working in a busy, operationally focused workplace
Skills and Abilities Specific skills the applicant would need to do the job	• Essential - Standard keyboard skills and ability to communicate through IT using packages such as Word, Outlook, Excel, MS Teams. Ability to input accurately and update and retrieve Data. • Essential - Ability to communicate clearly and accurately orally and in writing (create incident and maintenance fault logs and witness statements, talk over police or other radio networks, etc.)

	• Essential - Good eye sight (with or without glasses) and hearing, and the ability to recognise all primary colours. • Good concentration skills and ability to notice and record detail. • Good eye/ hand co-ordination
Decision Making and Impact on Others This post holder works 24/7 in a small team that provides both councils with an emergency response service Out Of Hours (OOH) to the public. They also are assisting local police and other agencies in crime and emergency incidents ranging from missing persons to serious crime.	Decisions on escalation and reporting of OOH calls and or emergency response initiation to designated managers or maintenance contractors as detailed in procedures. Working closely with police and partners to detect crime and disorder and protect the public 24/7
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	Internal customer contact 30% Including Operations, community, Housing, and colleagues from Cambridge City as shared service partners. External customer contact 70% Cambridgeshire and other police forces or statutory prosecuting agencies, face to face and on radio, County Council, Highways, clients, retail and local businesses (on radio), members of the public for Out Of Hours Service
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant	• Ability to work rotating shifts both day and/or night, weekends and bank holidays in accordance with set rota/ service requirements • Ability to prioritise workloads. • Willing and able to work extra hours if required, to cover for holidays, sickness and special events to maintain service delivery and assist team members. • Ability to work alone or in teams.

	• Ability to work calmly under pressure in stressful conditions (e.g. police/public emergency incidents) • Personable and positive attitude, caring and supportive nature • Supportive of colleagues, and a willingness to embrace change management
HDC values 	The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.