**JOB DESCRIPTION**

**CCTV OPERATOR**

**JOB TITLE:** CCTV Control Centre Operator

**DEPT/SECTION:** Operations and Neighbourhoods

**GRADE/SALARY:** Grade C

**RESPONSIBLE TO:** Kevin Garside

**RESPONSIBLE FOR:** Operating the Council’s CCTV network

**MAIN PURPOSE OF POST:**

To provide a professional, accurate, and effective public realm CCTV monitoring system co-operating with outside agencies in reducing crime and the fear of crime in the area of coverage.

To ensure the integrity and confidentiality of all information gained is secure at all times in compliance with CCTV operational procedures and codes of practice. To ensure compliance with the Data Protection Act, Human Rights Legislation and the Regulation of Investigatory Powers Act.

To monitor and operate the CCTV cameras and associated equipment in the CCTV Control Room following protocols for maintaining the security of the CCTV Control Room and its facilities.

Report any incidents that occur immediately maintaining accurate records of data recordings and events, using incident reporting software.

**TASKS AND ACCOUNTABILITIES:**

1. To be responsible for the operation of Tameside Borough Council’s CCTV system within the parameters set out in the code of practice and operation procedures on a flexible rota shift pattern including weekend, nights and bank holidays as required.

2. To operate and utilise the CCTV system in an efficient and effective manner to identify, observe, and record unlawful and anti-social activity in the Tameside Borough and take appropriate action to events seen

3. To communicate with, and co-ordinate, with partner agencies/representatives, emergency services, and the police as necessary and in a professional and courteous manner at all times, especially during periods of unlawful activity and during incidents.

4. To ensure a smooth hand-over to the succeeding member of staff, including conveying all relevant information

5. To produce, and maintain the continuity of, all detailed records or evidential material required in a clear legible and accurate format. This includes digital images, management records, evidence records and witness statements to a standard acceptable by the court.

6. Assist the Police in respect of preparation of evidence and other activities associated with attendance at Court as a witness and if necessary give evidence.

7. To investigate all footage of an incident to extract the maximum amount of information from every camera angle as this evidence many be used in court.

8. To maintain confidentiality of all evidence obtained within the control room in compliance with the requirements of the Data Protection Act and Human Rights legislation.

9. To control access of all visitors to the control room in order to maintain the high security and confidentiality of the CCTV operation.

10. To play a proactive role in the activities of the town centre radio link and assisting in all aspects of the Tameside Crime Reduction Partnership.

11. To follow procedures for routine checking and monitoring of CCTV equipment ensuring that any defects or problems are reported.

12. To undertake routine clerical and administrative work associated with the CCTV monitoring service e.g. filing, making/receiving telephone calls, photocopying, keeping logs and registers up to date.

13. To undertake any other duties or perform any such tasks which may reasonably be expected within the scope and grade of the post and at the direction of the Management.

14. The CCTV operator will be expected to wear appropriate smart clothing according to the dress code procedure.

15. To be punctual for duty and to remain on duty the whole of the period

16. Undertake training when required and participate in personal training and development in order to maintain an understanding of current CCTV legislation and regulation.

17. Contribute to the development and enhancement of the Service and Control

Room working practices participating in team briefings, supervision and Annual Development Reviews.

**SPECIAL FEATURES OF THE POST**

You will be required to successfully attain and maintain a Security Industry Authority (SIA) Licence for CCTV Operators (Public Space Surveillance)

You will be required to undertake Non Police Personnel Vetting (NPPV) for the use of Police Airwaves Radios.

Person Specification

CCTV Operator

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| --- | --- |
| 1. **Education/Qualification**
 | **Category** |
| GCSE, ‘O’ level or equivalent | D |
| Literate and numerate  | E |
| 1. **Training**
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| CCTV SIA licence accreditation | E |
| Keyboard skills  | E |
| 1. **Experience**
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| Experience of working in a control room environment dealing with emergency calls | E |
| Clerical skills | E |
| Private mobile radio | E |
| 1. **Skills**
 |  |
| Computer keyboard skills | E |
| Knowledge of windows software and data bases IT equipment and software Microsoft office, emails, internet, |  E  |
| Ability to communicate precisely | E |
| 1. **Knowledge**
 |  |
| Detailed knowledge of all legislation relating to CCTV |  E |
| Knowledge of CCTV technology and advancements in technology |  E |
| Practical knowledge of CCTV equipment |  E |
| Good knowledge of community services and an appreciation of Local Government |  E |
| Aptitude and Personal Qualities |   |
| Accuracy | E |
| Ability to communicate with various audiences | E |
| Produce concise detailed reports | E |
| Written and verbal skills | E |
| Ability to work under pressure | E  |
| Ability to work as a team member | E |
| Prepared to work unsocial hours (including bank holidays and weekends) | E |
| An ability to fulfil all spoken aspects of the role with confidence through the medium of English | E |
| Punctuality and good attendance | E |
| Polite and courteous manner | E  |

**For Information:**

**Category**

**Essential:**

Required, without which the candidate would be unable to carry out the duties of the post.

**Desirable:**

Features which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience etc.