

Community Payback Co-ordinator

Role Profile



Service: Partnerships and Communities
Grade: 4
Reporting to: CCTV Manager
Responsible for:

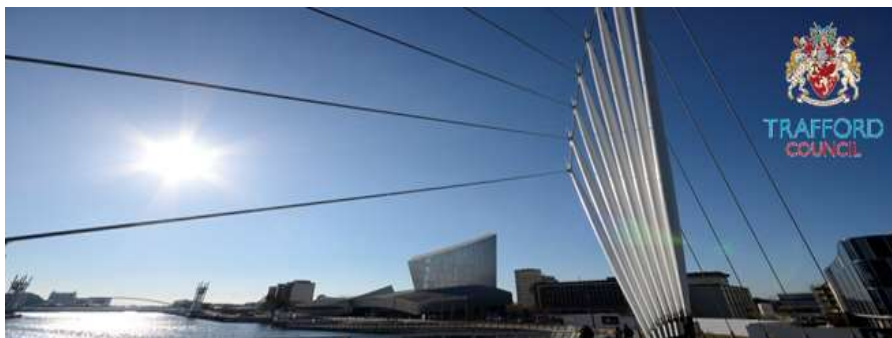
We Have

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position as the region's economic powerhouse.

We have a diverse culture and history and lead the way in innovative groundbreaking initiatives, all aimed at supporting change, positioning the Council and ensuring it is able to continue providing key services to the most vulnerable. Trafford Council and its partners in the public, private and third sectors are embarking on a Vision for 2031, which sees us working together to close inequality gaps and maximise Trafford's huge potential and ensure that we have **No one held back, No one left behind**. The principles behind this vision are:

People - We will help you to help yourself and each other

Place - Create places where people want to live, learn, work, invest and relax



Our Culture

Trafford Council employs around 4000 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our values.

At Trafford Council we:

Engage the people of Trafford

Are always Improving

Lead the way

Act with Integrity

Value our People

Use Time and Money wisely

You Have

Your Strengths

The 'You have', 'Your strengths' and 'A day in the life' sections of this Role Profile are there to give you an understanding of what skills, knowledge and experience we would like you to bring with you and how you might succeed in your role.

We are a values based organisation, so reflecting our values in your evidence will support your application.

- **Qualifications/Training etc.**

- **Experience**

- **Knowledge**

- **Skills and ability**

- BTEC or equivalent in CCTV or willing to work toward a valid SIA licence is a legal requirement.
- 1-2 years' experience in a public facing role e.g. contact centre or face to face.

- Knowledge of the Data Protection Act (1998)
- Basic knowledge of the Human Rights Act (1998)
- Knowledge of the Freedom of Information Act (2000)
- Knowledge of the Regulation of Investigatory Powers Act (2000)
- Broad knowledge of council services
- Knowledge of Microsoft office

- Ability to communicate clearly and concisely in a caring manner
- Ability to record details accurately onto the operating system
- Ability to organise and prioritise workloads often under emergency conditions
- Must be able to work constructively within a team

Special Working Conditions	<ul style="list-style-type: none"> • Keyboard skills • Standard DBS check required as part of SIA licence/qualification • Flexibility required - Working as part of a rota system (this is a shift rota providing 24-hour working) • Satisfactory Police Vetting check required
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A day in the life

Your Main Priorities

To monitor the Alarm and CCTV systems and on activation of alarm or on witnessing incidents of an illegal or improper nature to determine, direct and co-ordinate an appropriate response in accordance with departmental policy and operating procedures and/or Service Level Agreements.

To respond to emergency or any other telephone calls received in an appropriate manner and in accordance with departmental policy/procedures and/or Service Level Agreements.

The post is subject to vetting by GMP to non-police personnel standard.

Key

1. To assist the Control Room Manager in the discharge of his/her responsibilities for the monitoring of the Community Alarm/CCTV System and the Out of Hours Services.
2. To respond to calls received on the Intruder alarm systems and to determine, direct and co-ordinate the appropriate response to each call ensuring that each call or incident is properly recorded before the incident is closed down.

3. To use the Police Airwaves radios in a competent manner to assist and direct GMP resources.
4. To record and observe the Councils Lone working Policy
5. To ensure that computer records are updated in connection with calls events witnessed, information received or actions taken.
6. Monitor CCTV installations and respond appropriately to incidents.
7. Operate the Councils Out of Hours Emergency Services Procedures
8. To follow and respond in line with the Councils Emergency Planning Procedures and duty system
9. To produce CCTV evidence and witness statement in cooperation with GMP.
10. To undertake such other duties appropriate to the post as may reasonably be required by the Employer in compliance with the Contract of Employment.
11. To undertake any training necessary.
12. To participate and deliver any future developments/services which may be operated from within the 24 hour control room.
13. All of these duties are to be undertaken in accordance with the Code of Practice, departmental policies and procedures and the requirements of Service Level Agreements.

Date prepared/revised: 30/07/2018

Prepared/revised by: Kerry Purnell, Head of Partnership and Communities

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.