

## **Job Description and Person Specification**

### **Job details**

Job title:	CCTV Operative
Grade:	NNC Band 02
Reports to:	CCTV Supervisor
Responsible for:	
Directorate and Service area:	Public Health, Communities & Leisure – Communities & Leisure

### **Purpose of the job**

Responsible for the provision of a comprehensive and reliable service to deliver the Closed-Circuit Television (CCTV) function for North Northamptonshire Council to support in discharging its statutory duties under the Crime & Disorder Act 1998. To ensure integrity, accuracy and confidentiality of all information gained by compliance with quality standards and legislation, whilst preserving the rights of the individual.

### **Principal responsibilities**

1. Effectively operate and monitor control room systems to agreed standards and comply with relevant rules, procedures and statutory requirements.
2. To respond to emergency situations/ major accidents and incidents, implement the Civil Emergency Plan and communicate in a clear and concise manner whilst staying calm.
3. To keep up to date with all system additions, the camera location and its vision capabilities and able to understand and comply with technological processes required to competently use the system.
4. Achieve basic operation training and undertake ongoing training as required.
5. To liaise with key partners responding to calls for service, reviewing and downloading footage, completing all relevant paperwork to ensure confidentiality and evidential standards are met. Progressing through to attending court to represent NNC for any prosecutions or case reviews as a result of an incident and producing footage.
6. Capable of working in a demanding environment in a professional and efficient manner.
7. Cooperates and works with others within the team, shares information and assists with the shift cover for staff holidays and sickness as requested.
8. Responsible for reporting and monitoring the day to day running of the control room and completing written documents clearly and concisely and maintaining full records.

### **General responsibilities applicable to all jobs**

- Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
- Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
- Understand the Council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.

- Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
- This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

### **Special features of the post**

- This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.
- The post holder must attend all training with regard to facility operation and specific CCTV operator skills.
- The post includes evening, weekend and Bank Holiday working which is inclusive of the salary grade.
- The post holder may be required to be flexible with their shift pattern to provide cover for sickness and annual leave.
- The post is subject to successfully passing SIA Licensing (training provided and to be completed within the probationary period) and a two-way radio training course.
- The post is subject to a Police Force vetting check.

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to GCSE level or equivalent.	SIA license. Relevant professional qualification i.e. BTEC level 2 in CCTV Operations (Public Space Surveillance).
Experience and Knowledge	Experience of working on own initiative, under pressure to meet tight deadlines. IT experience on the use of day-to-day integrated systems and/or standard software packages.	Relevant experience in security / CCTV or related field. Experience of reviewing and burning of CCTV footage and completion of all relevant paperwork. Attending court as a witness where CCTV footage has been provided.
Ability and Skills	Spoken English which is sufficient to enable the effective performance of the role. Good listening skills. Ability to prioritise workload. Good written and verbal communication skills and ability to communicate effectively. Capable of working in a demanding environment in a professional and efficient manner. Demonstrates high ethical standards and integrity. Is trustworthy and reliable. Capable of demonstrating good observation. Can ensure a high level of confidentiality with regard to the CCTV audit trail. Able to work on own initiative.	Good hand / eye co-ordination. Experience of using two-way radio systems.

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>It is a special condition of employment that the post holder will work a shift system, which is subject to variation to meet the exigencies of the service.</p> <p>Hours of work will include bank holidays.</p> <p>A uniform and name badge are provided and must be worn.</p> <p>Must possess or pass a DBS check.</p> <p>Must pass a Police vetting check within the probation period.</p> <p>Must pass a two-way radio training course to be completed in probation period.</p> <p>Provide required support to authorised visitors.</p>	Some knowledge and awareness of Health, Safety and welfare both for self and others.