



## Job Description

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|------------|-------------------|----------|--|
| Job title  | CCTV Operator     | Hours    | 40 hours , 5 x 8hr shifts (Mon – Sun) Rotating shift pattern . |
| Department | Public Protection | Salary   | SK7 (pro rata £25,974 per annum)                               |
| Location   | Grantham          | Contract | Permanent  |

### Main Job Purpose

The postholder will work as part of a small team providing a 24/7 CCTV monitoring function for the District Council. The postholder must pass Police Vetting (NPPV2 Level).

Monitoring and operating CCTV equipment including cameras, radios and ancillary equipment making appropriate pro-active and reactive responses to incidents and reports from partner agencies. Co-operating with the emergency services and other agencies to reduce crime, the fear of crime and to maintain public safety.

The CCTV monitoring centre is also the primary out of hours contact for residents wishing to report emergency matters relating to housing repairs, homelessness, stray dogs and other matters that require a local authority response.

This role is not politically restricted.

### Main Statement of Responsibilities

- To operate all CCTV equipment, radios, and ancillary equipment to provide pro-active and reactive monitoring of CCTV cameras to assist with the detection of crime, antisocial behaviour and to support the reduction of crime and disorder.
- To Communicate with enforcement agencies and partners via police radio systems and telephone.
- To deal with enquiries and reports from members of the public and action accordingly.
- To supervise and assist enforcement agencies to review and make use of CCTV footage.
- To adhere to the SKDC CCTV Code of Practice, maintaining integrity and confidentiality at all times.
- To carry out administrative duties as required including preparing evidential CCTV footage and completing incident logs.
- To complete evidential statements following incidents ensuring accuracy and legibility and to attend court to give evidence as required.



## Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

### Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

### Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

### Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

### Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

### Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

### Kindness

- Empathy and understanding of others.
- Treating everyone with respect.





### **Flexibility**

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

### **Person Specification**

#### **Relevant Experience, Skills and Knowledge**

##### **Essential**

- Effective organisational skills.
- Effective IT skills, including MS Office (Outlook, Excel and Word)
- Ability to work under pressure and follow strict procedures.
- Excellent attention to detail over a prolonged period of time.
- Excellent observational skills
- Able to multi task
- Experience of working within a team environment and relevant experience of working alone and setting own priorities
- Ability to remain calm in pressurised situations
- Manages time effectively
- Ability to work under own initiative and take personal responsibility for own work

##### **Desirable**

- Experience in CCTV operations
- Experience in operating communications systems
- Experienced in working in roles that require confidentiality
- Experience of working in a customer focused environment

#### **Relevant Qualifications**

##### **Essential**

- Good standard of education, or relevant experience

##### **Desirable**

- Security Industry Authority CCTV (Public Space) Licence.

#### **Communication and Interpersonal Skills**

##### **Essential**

- Ability to communicate effectively and efficiently to ensure information is passed on quickly and accurately.
- Proven interpersonal and communicating skills including a clear and concise telephone manner and the ability to communicate at all levels.
- An effective team worker