



Job description			
Job title	Control Room Operator (Town Centre Monitoring)		
Grade	Grade C plus 22% shift allowance		
Directorate	Communities and Neighbourhoods		
Service/team	Security		
Accountable to	Patrick Titman, Security Manager		
Responsible for	Town Centre CCTV Monitoring		
JE Reference	A4198	Date Reviewed	August 2025

Purpose of the Job

The provision of security services that support the reduction of crime in Knowsley. The protection of Council assets and property from vandalism, theft and arson. Community safety including CCTV monitoring using an intelligence-based model is a key element of the role.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of you. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Control room operations

1. Dedicated proactive monitoring of CCTV systems from Huyton, Prescott, Kirkby and Halewood shopping centres. This will be via an intelligence led model working proactively with the Police and other agencies and including regular communication with the Directorate Crime and Disorder analytical teams.
2. Have a thorough working knowledge of all CCTV systems in use in the control room
3. Always maintain confidentiality and integrity of the control room systems.
4. Record in the appropriate log and report all incidents to the correct person and take necessary actions.



5. Must sign up and accept the Borough Code of Practice for the use of CCTV in Knowsley and ensure all relevant procedures are adhered to.
6. Comply with General Data Protection Regulation principles and Regulation of Investigatory Powers Act when using CCTV and other systems
7. All administrative tasks associated with the post must be carried out accurately and in a timely fashion.
8. Emergency plan opened and dealt with appropriately including accurate recording of incidents as required.
9. Process all emergency work request calls to control room that require remedial action within required timeframe. Call details will be accurately logged on official form then passed on to relevant operatives for further action.
10. At all times be professional, prompt, courteous, diligent and efficient in all tasks carried out and when dealing with colleagues / Council services / residents and any other agency.
11. Deal effectively and promptly with telephone enquiries for the Town Centre CCTV service
12. Occasional use of security service two-way radio system installed in the control room.
13. Liaise with Town Centre Management team for current monitoring priorities and act accordingly.

Knowsley Better Together – Staff Qualities





Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.