

## JOB PROFILE

<b>Directorate:</b>	Customer Experience
<b>Service Area:</b>	Closed Circuit Television
<b>Job Title:</b>	CCTV Advisor
<b>Grade:</b>	C
<b>Post Number:</b>	M072
<b>Base/Location:</b>	Charnwood Borough Council Offices
<b>Responsible To:</b>	CCTV Team Leader
<b>Responsible For:</b>	Nil Staff
<b>Key Relationships/ Liaison with:</b>	The Council's Community Safety Team and local Police.

### Job Purpose

- To monitor and operate the Council's 24 hour CCTV surveillance equipment, including contact with the Police, emergency services and other agencies.
- To provide an excellent service to customers contacting the Council, resolving as many queries as possible at the first point of contact.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

1.	Monitor and proactively use the facilities of the CCTV system to assist with the detection and prevention of crime in-line with national standards and local policies and procedures.
2.	Cataloguing and reviewing recorded material, maintaining clear and accurate records of incidents, communications, intelligence and telephone conversations, in-line with the Council's CCTV Standard Operating Procedures.
3.	Maintain day-to-day communications with Crime Out of Loughborough (COOL), Pubwatch & Retail Radio groups; Police and Charnwood Borough Council personnel, by radio, telephone. and email.
4.	Act as the first point of customer telephone contact out-of-hours, dealing effectively with requests, answering queries, taking responsibility for processing each enquiry through to a satisfactory conclusion, including email processing.
5.	During Contact Centre opening hours dealing with telephone calls, email correspondence and such other administrative activity as may be assigned.
6.	Demonstrate an understanding of complex processes, specialised skills and technical knowledge by fully utilizing software systems e.g. CRM - Customer Relationship Management.
7.	Handle a range of different situations and react accordingly with tact, diplomacy and

	empathy to diffuse potentially tense confrontations in a positive and calm manner. Observe and respect the civil rights of the general public and individuals and their privacy.
8.	Inspecting equipment and software for failures and/or faults.
9.	Contribute to maintaining a totally secure environment by controlling access and visits to the CCTV Control Room.
10.	Adherence to the principles and regulations of the Sex Discrimination, Race Relations, Disability Discrimination and Health & Safety at Work Acts at all times.
11.	Delivery of an effective and appropriate service to all users, fairly and without discrimination, maintaining relationships and support with colleagues and departments.
12.	As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments.
13.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

### Special Factors

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

**Prepared by:** Community Safety Manager

**Date:** 15 October 2014

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	Essential	Desirable
<b><u>Qualifications</u></b>		
Good general education.	✓	
SIA CCTV Licence.	✓	
Evidence of further study/education.		✓
<b><u>Experience</u></b>		
Proven experience of direct contact with the general public, in a work-related environment.	✓	
Has been in a position of trust and responsibility.	✓	
Previously worked in a CCTV Control Room.		✓
<b><u>Skills / Knowledge</u></b>		
The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓	
Knowledge of Police procedures and policies.		✓
IT literacy including working knowledge of MS Windows.	✓	
Ability to analyse information and input the same.	✓	
Ability to attend court and give evidence in a clear and concise manner.	✓	
Use of radio communication devices.		✓
<b><u>Interpersonal Skills</u></b>		
Good observational, memory and interpersonal skills.	✓	
Ability to concentrate for long periods of time, with attention to detail.	✓	
Ability to multi-task, whilst acting calmly and sensitively in emergency or life-threatening situations.	✓	

	Essential	Desirable
Clear and concise telephone manner.	✓	
Ability and confidence to communicate at all levels.	✓	
Effective listener with ability to create rapport.	✓	
Effective level of both written and verbal communication.	✓	
<b><u>Other requirements</u></b>		
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	
Propensity to curiosity.	✓	
Patient and methodical.	✓	
Enthusiastic and committed.	✓	
Positive approach to customer care.	✓	
Ability to work in a 24 hour – 10-week rotating shift pattern.	✓	
Ability to work in a lone environment.	✓	

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