

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DEPARTMENT:** SUSTAINABLE COMMUNITIES, REGENERATION &  
ECONOMIC RECOVERY DEPARTMENT

**DIVISION:** **CULTURE & COMMUNITY SAFETY**

**JOB TITLE:** CCTV and Intelligence Officer

**N.B:** If you have any issues printing this document please contact HR

## ROLE PROFILE

<b>Job Title:</b>	CCTV and Intelligence Officer
<b>Department:</b>	SUSTAINABLE COMMUNITIES, REGENERATION & ECONOMIC RECOVERY
<b>Division:</b>	CULTURE & COMMUNITY SAFETY
<b>Grade:</b>	6
<b>Hours (per week):</b>	36
<b>Reports to:</b>	CCTV and Intelligence Supervisor
<b>Responsible for:</b>	<b>Operating CCTV Control Room Equipment</b>

### **Role Purpose and Role Dimensions:**

#### **Role Purpose:**

To work as part of a 24/7 shift rota in the CCTV Control Room. This includes: the monitoring of screens for the prevention and detection of crime; supporting the police through the use of a police radio; supporting Council staff and businesses through radio systems and answering and responding to out of hours emergency calls on behalf of the Council.

#### **Role remit and role dimensions:-**

- To provide a pro-active on street surveillance service using the control room technology to do all that is reasonable to prevent crime and disorder and anti-social behaviour occurring in the Borough.
- To be responsible for communicating tasking requests to front line officers and, in particular, AEOs, in response to external and internal calls ensuring that all calls and subsequent tasking is recorded on CRM
- Operators will be responsible for monitoring and updating Officer Status Data either manually or electronically in line with the Department's Lone Working requirements.
- To implement the Department's AEO Lone Worker provision booking on/off of AEO's/Radio Checks/Safety Checks/responding to Officer down Alarms/Updating Duty Status of AEO's for each shift.
- To provide a security support and response service using the control room technology to support staff, the Police, other agencies and members of the public going about their business.

- To assist in the review of CCTV digital material and to issue copy disc's and statements for use in Court and to act as Disclosure Officer
- To be responsible for the all CCTV control room equipment being used whilst on shift.
- To provide support to the Police and other enforcement agencies via the CCTV and radio and telephone systems.
- To provide support to businesses through the operation of the Safer Croydon Radio system
- To answer and respond to out of hours telephone calls on behalf of the Council including taking action to resolve and referring urgent calls on to appropriate teams and external contractors
- To have good communication and customer service skills to handle difficult telephone calls and be able to manage and deal with sensitive, complex and difficult callers.
- To ensure accurate activity and reporting records are maintained within the Control Room

#### **Commitment to Diversity:**

To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.

#### **Key External Contacts:**

Police Officers at all levels and British Transport Police  
Solicitors  
Court staff  
CCTV Contractors  
Enterprise Mouchel  
Invicta Telecare  
Veolia  
SKANSKA  
Housing Repair Contractors (Mears, MITIE, GK Norman, Otis / Peders & T Brown Etc.)  
Fire, Ambulance and Police Control Room Staff  
Customers, Including Vulnerable Customers  
Businesses and Retailers  
Schools  
Animal Protection Charities & Organisations (RSPCA, RSPB, Riverside, Blue Cross) etc.  
Child Protection Charities & Organisations (NSPCC & Childline) etc.  
Housing & Homeless Persons Charities and Organisations (Shelter National Line)  
Other Local Authority Emergency Staff

Other Local Authority Social Workers  
 Fostering Agencies  
 Care Providers  
 Transport for London  
 Rail Track  
 CES (Croydon Disability Equipment)  
 Alarm Monitoring companies  
 Utilities Providers and contractors  
 Environmental Agencies  
 Local MP's

**Key Internal Contacts:**

Council SMT  
 Councillors & MP's  
 Community Safety Team including Head of Service  
 Contact Centre  
 Social Workers  
 Foster Carers  
 Careline Staff  
 Building Control Officers  
 Housing (Repair Managers, Tenancy Managers, Neighbourhood Wardens, Caretakers etc.)  
 Environmental Health Officers  
 Sheltered Housing Carers (Old Wardens)  
 Interserve (FM & Security)  
 CAP Gemini  
 Resilience/Civil Contingency Team  
 Registrars  
 Parking Services  
 Care line  
 Environmental Health  
 Dangerous Structures team.  
 Interserve Security  
 Highways  
 Parks  
 Accessibility Team/disabled appliance section

**Financial Dimensions:**

None

**Key Areas for Decision Making:**

- Escalation of emergency procedures including tasking of external contractors and partners. Implementation of Lone Working provision specifically in regard to any "Officer Down " scenario
- Disseminating and communicating tasking requests to AEO's
- Dealing and responding to emergency out of hours customer needs including advising vulnerable customers
- Prioritisation of workload when multiple incidents/issues are being dealt with
- To ensure that the CCTV system is used in accordance with the requirements of the appropriate legislation, codes of

practice and the instructions contained within the Procedures Manual

- Reporting defects or other technical issues ensuring they are passed on for rectification.
- To assist in the review of CCTV digital material and to issue copy disc's and statements for use in Court and to act as Disclosure Officer

**Other Considerations:**

- Current CRB check to an enhanced level
- Ability to work 24/7 shift rota

**Is a satisfactory disclosure and barring check required?**

[\(click here for guidance on DBS\)](#)

STANDARD DBS CHECK

**What level of check is required?**

**Is the post politically restricted**

[\(Click here for guidance on political restriction\)](#)

NO

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**

[\(Click here for guidance on ROA\)](#)

select from drop down

**Key Accountabilities and Result Areas:**

**Control Room Operation**

**Key Elements:**

This will involve:

- To work closely with the local authority and the police to assist in any local operations that may involve the use of CCTV.
- To assist in the review of CCTV digital material and to issue copy disc's and statements for use in Court and to act as Disclosure Officer.
- To ensure that the digital recording system is used in accordance with the appropriate legislation, codes of practice. This includes the storage and accounting procedure for all digital evidence.
- To appear in Court as a witness on occasions and as

required

- To assist the police with the use of CCTV and radio in operations approved under RIPA.
- To treat all information as confidential whilst in the employment of the Council and thereafter.
- To maintain 24/7 shift rota, ensuring sufficient staff cover at all times.
- Reporting defects or other technical issues ensuring that all equipment faults are logged correctly and information kept up to date on the fault log database and that they are passed on for rectification.
- To ensure that the CCTV system is used in accordance with the requirements of the appropriate legislation, codes of practice and the instructions contained within the Procedures Manual
- To ensure accurate activity and reporting records are maintained within the Control Room
- To be responsible for communicating tasking requests to front line officers and, in particular, AEOs, in response to external and internal calls ensuring that all calls and subsequent tasking is recorded on CRM

This will involve:

## **Radio systems**

- To provide support to businesses through the operation of the Safer Croydon Radio system
- To use the CCTV system in response to police radio and SCR radio in the Town and District centres.
- To continually monitor radio systems for staff logging on and off, making hourly safety check calls and to arrange the necessary support to them in emergencies.
- To task the Community Safety Team Mobile Enforcement Unit officers when receiving information from council officers the Police and other specified agencies
- Direction of operational delivery when supervisor or team manager is not available
- Prioritisation of workload when multiple incidents/issues are being dealt with

## **Out of Hours Calls and Emergencies**

- Escalation of emergency procedures including tasking of external contractors and partners
- To deal/respond to telephone enquiries, provide information and facilitate response to out of hour's emergency Council services for Housing, Social Services and other Council services
- Deal effectively and efficiently with telephone enquiries from the public and assist in investigating any complaints arising.
- To maintain good working relations with a range of partners that work and rely on the CCTV team including the Contact centre, Housing, Social Services, Police, Civil contingencies, schools and other partners
- In the event of a major emergency, to undertake any duties as directed by the Community Safety Team Manager or the Principal Emergency Planning Officer to assist in the resolution of the incident.
- Use Control Room equipment, technology and contacts to assist in the co-ordination of Borough Emergency Control Centres in the event of a major incident occurring if required.
- To deploy Council Resources in response to security requirements and other emergency situations emanating from out of hours requests.

## **Green Commitment**

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

## **Data Protection**

- Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

## **Confidentiality**

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use

of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## **Equalities and Diversity**

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

## **Health and Safety**

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

## **Contribute as an effective and collaborative team member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.



## Person Specification

### Job Title:

CCTV and Intelligence Officer

### Essential knowledge:

- Good knowledge of CCTV and Radio Systems including a thorough understanding of what they are used for
- Good working knowledge and understanding of relevant CCTV and Radio legislation including
  - Surveillance Camera Commissioner CCTV Code of Practice
  - ICO CCTV Code of Practice
  - CCTV Procedures
  - CCTV Legislation
  - Human Rights act
  - Radio Procedures and Operations
  - Data Protection Act 1984

### Essential skills and abilities:

- Ability to work a 24/7 shift rota of 36 hours a week
- Must be able to work in a team environment.
- Ability to operate CCTV systems including the manipulation of cameras, digital recording equipment and radio systems
- Excellent oral skills and the ability to communicate with people at different levels within organisations by telephone and in person
- Excellent organisational skills, works well under pressure and able to prioritise own workload
- Ability to be an enthusiastic team player with a flexible approach to work
- Inspires the confidence of colleagues and partners
- Ability to represent the unit and promote the CCTV team
- Ability to use information technology, including word processing (Microsoft Word, Excel and Access) and presentation applications.
- Keen to make an effective contribution, constantly looking for ways to enhance effectiveness and performance and actively seeking to support colleagues for the overall benefit of the Council's approach to CCTV.
- Willingness to learn new skills and develop knowledge to enhance the performance of the Community Safety Team
- Qualified to level 2 in CCTV Operations (Public Space Surveillance)
- Ability to learn new skills and attend training, including relevant accreditation as appropriate

### Essential experience:

- Experience of working in CCTV, Security, Community Safety or related setting.
- Experience of working as part of a team
- Experience of working in partnership with a range of agencies

**Special conditions:**

- Current Criminal Records Bureau checks to enhanced level
- Must have 20/20 vision with or without glasses