

Community Safety Support Officer

Directorate:	Environment	Service:	Environmental Protection and Community Safety
Responsible to:	Service Manager Environmental Protection & Community Safety	Responsible for:	N/A
Grade:	4		
Location:	Civic Centre		
Job Purpose:			
To provide operational and administrative support to the Community Safety Department.			

Key Tasks & Responsibilities:
1. To provide operational support and undertake general clerical and administrative work for the Community Safety Team as instructed by the Environmental Protection & Community Safety Manager and CCTV Supervisor. 2. To undertake monitoring, viewing and downloads of CCTV cameras as and when required. 3. To assist in the supervision and management of CCTV volunteers. 4. To maintain accurate records in respects of all aspects of work within the CCTV Unit and wider Community Safety Department, including the collation and recording of CCTV incidents, viewings, and downloads. 5. To assist in the sharing of data in accordance with relevant procedures and data sharing agreements, including the uploading of CCTV data via NICE. 6. To maintain volunteer logs and files. 7. To produce statistical returns as and when required. 8. To assist in the administration of budgets relating to the CCTV Unit and Community Safety Department including the raising of purchase orders, and the processing of volunteer expenses and claims. 9. To assist in the answering of all Freedom of Information Requests and Subject Access Requests received. 10. To assist in the development of bids for funding.

11. To assist in the updating of Departmental Procedures, Codes of Practice, Data Sharing Agreements, etc.
12. To assist in the compilation of Annual Reports and the undertaking of service audits.
13. To answer telephone calls and general enquiries, and receive visitors to the CCTV Unit.
14. To update and maintain the webpages for Community Safety.
15. To attend and help coordinate meetings and take minutes as and when required.
16. To provide administrative and operational support to the wider Environmental Protection & Community Safety Service as and when required, including in respects to providing office cover and contributing to specific projects / exercises.
17. To complete appropriate training as and when required including the Security Industry Authority (SIA) approved CCTV course.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.

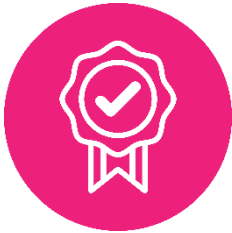
QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good standard of education – minimum of 4 GCSE's, Level 2 English and Maths equivalent to GCSE grades 9 to 4 or A* to C.	Essential	Application Form
CCTV SIA Licence or be prepared to undertake relevant SIA training to obtain Licence	Essential	Application Form
NVQ Level 2 in Business Administration (or equivalent)	Desirable	Application Form

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Ability to undertake general office procedures e.g.: manual, computerised records and filing systems, photocopying, emails, invoicing, etc	Essential	Application Form/Interview
High levels of computer literacy including knowledge of Microsoft Office Systems	Essential	Application Form/Interview
Ability to work as part of a team	Essential	Application Form/Interview
Ability to use initiative and work without supervision	Essential	Application Form/Interview
Ability to work under pressure, prioritise work and meet deadlines	Essential	Application Form/Interview
Organised approach to work in relation to file and record keeping.	Essential	Application Form/Interview
Able to provide written communications which are readily understood	Essential	Application Form/Interview
Good interpersonal skills as well as tact and diplomacy	Essential	Application Form/Interview
Ability to communicate well both orally and in writing	Essential	Application Form/Interview
Ability to deliver a service with high standards of customer care	Essential	Application Form/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience of administrative duties	Essential	Application Form / Interview
Experience in relevant computer systems such as Word, Excel, etc	Essential	Application Form/Interview
Experience in working in a customer facing role	Desirable	Application Form/Interview
Experience in working within a relevant office environment	Desirable	Application Form / Interview
Experience of applying excellent customer care skills in providing a service to clients and partner organisations.	Desirable	Application Form/Interview
Experience of working within a CCTV Unit, Community Safety Department, or working with volunteers	Desirable	Application Form/ Interview
Experience of using financial and other web-based systems	Desirable	Application Form/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Regular and Reliable Service (the Council does not wish to employ individuals who have a poor history of attendance at work where there is no underlying medical reason for the absence)	Essential	References
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application Form/Interview
Flexible – Willing to assist in other areas of Environmental Health & Community Safety. Self-motivated, enthusiastic, with a creative approach to work. Prepared to work outside normal office hours to cover the CCTV control room during evenings and weekend as required.	Essential	Application Form/Interview
Successful clearance of Police Vetting to Non-Police Personnel Level 2 Vetting Standard.	Essential	On Offer of Post

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...

• Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner	• Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers	• Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together	• Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction
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Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Required to work outside of the Council's normal working day including evenings and weekends. Time off in lieu will be granted for work undertaken outside the Council's flexible working scheme.
- Required to be vetted to Non-Police Personnel Level 2 Standard on recruitment and every 3 years thereafter.

Prepared by: Corinne Mason

Date: August 2026

Post Holder Signature:

Date: