

Epping Forest District Council

CCTV & Environmental Technical Support Officer

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ROLE PROFILE

Job Title: CCTV & Environmental Technical Support Officer

Service: Community Resilience - Regulatory Services

Grade: F

Work Location: Agile – Home / Office

Main Purpose of the Job

To deliver an effective CCTV service including system operational checks, first line technical support, evidence gathering and processing on behalf of the council. To be the first response for technical support, site surveying, maintenance co-ordination and to make recommendations concerning the repair or replacement of said CCTV related equipment.

Ensure the Council meets its statutory obligations and that the highest standards of probity and good conduct are maintained always.

Work collaboratively with the Team Manager to bring about change and improvements to service delivery within finite resources.

Take collective responsibility for ensuring excellent services are provided to our residents.

Provide back office technical support for the Environmental (EEOs) Enforcement Officers. Send correspondence and FPNs on behalf of EEOs, track FPN payments, send reminder letters and compile data to assist effective data driven enforcement activity, monitoring and service performance. At times carrying out visit to areas in the district as directed by the Team Manager to identify reported fly-tipping, to gather evidence where possible and record details so that the Environmental Enforcement officers can carry out further investigations. Other responsibilities will include identifying unreported fly-tips, fly posting and other environmental crime issues and report these back to the Environmental Enforcement Team.

Key Responsibilities

Corporate

Ensure our customer service and delivery is excellent and continually improves.

Take responsibility for ensuring that the Council’s decisions and policies are implemented.

Demonstrate the Council's governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, equality and open government are maintained.

Participate in and lead projects to achieve the most effective services possible for the community, partners, and the Council.

Service

Working with Team Managers and Senior Officers in contributing to implementing a strong vision for the service area which delivers ambitious, innovative and forward-thinking approaches. Ensure the work of services is high quality and achieves its objectives by supporting effective direction and risk management.

Implement a consistent approach to delivering a sustainable and robust CCTV service on behalf of the local authority, providing advice and support to colleagues across the Council.

In the absence of the CCTV Operations Officer, you will be required to interpret complex information from partners and other internal teams and solving complex and difficult problems relating to CCTV and installations and infrastructure.

In the absence of the CCTV Operations Officer, you will be required to forward plan for 6 months for the service and program project work as necessary.

Provide administrative support to the Environmental Enforcement (EEO) Officers two days per week.

Prepare and send routine correspondence and Fixed Penalty Notices (FPNs) on behalf of EEOs.

Maintain accurate records of FPNs issued, track payments, monitor mailboxes and follow up with reminder letters as required.

Assist with data entry and compile basic reports to support enforcement activity and monitoring of team performance.

Ensure all documentation is filed and managed in accordance with internal procedures and data protection policies

To collect evidence, prepare case files and attend court in accordance with Police & Criminal Evidence Act (PACE), regulation of Investigatory Powers Act (RIPA) and Protection of Freedoms Act and any other relevant legislation, internal procedures.

Provide advice and information to Management and Elected Members as required.

On occasions, will be required to work out of hours across the district at the request of Law Enforcement Agencies as agreed by the Senior Management or as a supportive role in relation to Environmental Enforcement.

To develop and maintain a working knowledge of the technical and fundamental aspects of CCTV systems and components.

In the absence of the CCTV Operations Officer, as directed by the Team Manager assist in the production of key CCTV documents for the district.

To work with EFDC officers and partner agencies such as the police to carry out feasibility inspections and make recommendations for the practical deployment of permanent and temporary CCTV systems in support of Criminal, Civil, Enviro and ASB investigations.

Support partnership work by helping to collect, organise, and maintain data on fly-tipping and environmental offences, contributing to informed decision-making and the effective deployment of Environmental Enforcement Officers (EEOs).

SKILLS, KNOWLEDGE & ATTRIBUTES

Education	Relevant professional degree/qualification or demonstrable equivalent work experience. Demonstrate a good understanding of safeguarding issues commensurate with the role.
Experience	Proven experience of the work area and in dealing with partners and colleagues at all levels of the organisation including Elected Members Experience of making dynamic decisions in a pressurised environment. Experience in CCTV Operations and developing and maintaining systems.
Knowledge & Skills	Ability to establish positive relationships with key stakeholders at all levels of the organisation and partners that generate confidence and respect. To be able to communicate verbally in an effective manner on the telephone and in person, to members of the public, Councillors, officers of other regulatory authorities and management of companies. The ability to analyse issues and set them down in a variety of written forms in a clear and concise manner dependent upon the recipient, to include recommendations for action where appropriate. A thorough appreciation, knowledge and understanding of the current issues facing local government. A good understanding of the use of technology for the delivery of modern and streamlined services and processes. Ability to use navigational aids when driving.
Behaviours	
Trust	Able to demonstrate personal conduct, integrity and credibility that inspires confidence in members, employees, customers, partners, and others. The ability to act as a role model, lead, manage, empower, nurture talent, and motivate employees. Strong self-aware and understands how own style and behaviour impacts on the performance of others.

One Team	The ability to communicate and gain ownership of a clear vision and direction. Demonstrate strong emotional intelligence and resilience. Successfully work as part of a team to achieve performance and results.
Performance	Strong focus on outcomes. Proactive and tenacious in approach. Demonstrate the ability and willingness to drive through continuous improvements in performance/service delivery. To be accountable for personal performance, through meeting agreed personal targets and through undertaking planned programmes of professional development.
Innovation	Good judgement, strong analytical skills and the ability to use data and information intelligently and innovatively. Demonstrate the ability to adopt a creative and innovative approach to the role.
Customer	Demonstrate a strong customer focus. Demonstrate a strong personal commitment to quality and cost-effective public services, informed by customer and community involvement.
Other Requirements	Strong inter-personal and communication skills, including the ability to consult, negotiate, persuade, and influence others. Ability to attend meetings outside normal working hours. You may be required to attend off site meetings either by public transport; or having access to your own vehicle; or if available, a council vehicle. Must be able to climb stairs, steps and ladders and enter loft and confined spaces. Required to lift and carry on occasion heavy CCTV equipment. Valid Full Driving Licence is required. To pass mandatory police vetting as soon as possible on appointment. To pass EFDC driver training test.

VALUES AND BEHAVIOURS

Everything we do is underpinned by our values and behaviours.

Customer

We will put the customer at the heart of everything we do, providing services that are tailored to the differing needs of our communities.



Trust

We are open and honest with each other and our customers, treating everyone with respect and taking responsibility for our actions.



Performance

We take pride in our work and celebrate our achievements. We will learn from our mistakes and always do what we say we will.



One Team

Working together as One Council, supporting each other and our partners to achieve better results for everyone.



Innovation

We will seek new ways of working – improving and changing to meet new challenges.



BENEFITS

We offer a wide range of benefits to our employees and detailed below are just some of the amazing things you can access, in most cases, from day 1 of your employment. Our primary aim is to support your wellbeing as well as providing value for money perks for you and your family.

Competitive Salaries

Through Local Pay arrangements, our salary rates are reviewed annually and benchmarked against market rates to remain competitive. In addition, we guarantee to meet the NJC award. Local Pay increases are applied at the 1st April each year and the NJC award is applied when agreed (backdated to 1st April).

Holiday



All employees receive the same leave entitlement of 28 days annual leave in addition to bank holidays and 2 additional statutory days. Currently the 2 statutory days facilitate the office closure over the Christmas and New Year period.

Agile Working



Our 'Ways of Working' allows our employees the freedom to manage their work and their working hours. For most roles, subject to service requirements, you choose when and where to work, leaving you with time to take care of things that matter to you.

We will provide you with the necessary ICT equipment to enable you to work in this way.

Learning and Development

We have an extensive learning and development programme called 'The Learning Tree'. All employees can access training regardless of their specific job role. We actively encourage our employees to develop their skills and encourage continuous learning to help shape their future.



We also offer Litmos our learning management system to support employee's personal development.

Collaborative Workspaces

Our ways of working are now designed for remote working, however if you need to work collaboratively or for personal wellbeing, need to work in an office-based environment, our buildings have been transformed into modern, high specification workspaces, with bookable desks, bookable parking and wellbeing space built in.



Perkbox – EAP (Employee Assistance Programme)



We offer our employees access to a fantastic online employee assistance programme full of benefits, wellbeing advice and assistance, feedback options and rewards and recognition as part of our total reward package.

High Street Discounts

From your first day you'll have access to a myriad of discounts on high street shopping, days out, insurance etc. etc. through partnerships with Perkbox and Kaarp.



Discounted Gym & Swim Membership

We have 4 leisure centres across the district, run by our partners Places Leisure, and discounted membership rates are available for individuals and their families.

Buying Annual Leave



As part of our continued commitment to supporting the health and wellbeing of our employees, this scheme allows employees to buy additional holiday entitlement.

LGPS Pension Scheme

You will become part of the Local Government Pension scheme which offers a career average pension on retirement. The LGPS scheme is one of the most generous schemes in the UK and some of the benefits include:

- A secured future income. You have the option when you draw your pension to exchange part of it for a tax-free lump sum.
- Flexible retirement from the age of 55 where you can draw part of all of the benefits you have accumulated helping you to ease into retirement.
- You have the freedom to choose when you draw your pension (between the age of 55 and 75).
- Death in Service benefit of 3x salary rate.

Green Car Salary Sacrifice Scheme

A salary sacrifice arrangement means you agree to give up the right to receive part of your gross salary in exchange for a brand-new car. The salary sacrificed is deducted before income tax and National Insurance resulting in tax savings on the benefit.



This scheme enables employees to have a new low emission car of their choice which is fully maintained and insured. In addition to having a new low emission car. The car is a company car for tax purposes and only cars with the lowest income tax charge have been included in the car scheme.

Cycling



We support our employees cycling to work and offer a full bike package to eligible employees. In addition to the HMRC approved cycle rate payment which is not subject to tax and National Insurance.

Stream

Stream is a financial well-being app that gives you access to a toolkit of fair, simple-to-use financial products and services that can help you feel more in control of your finances. This can be used for flexible pay, tracking and building your finances.



Professional Memberships

We support our workforce to claim back one professional membership per year. Professional memberships signify an individual's commitment to their profession and their dedication to ongoing learning and development.