JOB DESCRIPTION

Effective Date: April 2024	**Location: CCTV Control Centre**
Job Title: **Casual Control Centre Operator**	**Grade: 3**
Responsible to: **Control Centre Supervisor**	**No. of Staff Responsible For: None**

PURPOSE OF JOB

Swale Borough Council's Control Centre operates 24/7 365 days a year working 12-hour shift patterns, monitoring our in-house Public Space CCTV, Partnership & Commercial Contracts.

The main role as a Casual Control Centre Operator is too pro-actively monitor observe and record incidents and provide information to the Police and relevant authority members as required.

Overseeing the CCTV system in line with Home Office Guidelines, Swale Borough Councils Code of Practice and Operational Procedures Manual.

MAIN ACCOUNTABILITIES

- To pro-actively monitor and operate cameras and associated equipment in accordance with the Code of Practice and operating instructions.
- Observe incidents and provide information and assistance to the Police and members of the Swale Link Business Crime Reduction Partnership.
- Maintain detailed surveillance logs, associated systems logs and documentation in accordance with specified procedures.
- Record and report camera and associated equipment faults to the Control Centre Supervisor or Control Centre Manager.
- Production of evidentially compliant copies of CCTV footage for required organisations.
- Maintain the security of the CCTV Control Centre, only permitting access to those authorised and maintaining access logs.
- To monitor and deal with, in accordance with agreed procedures, out of hours calls for the Council.
- Occasional attendance at Court if required to provide evidence, making appropriate records of each call.
- To undertake other duties commensurate with the grade of the post
- This post will require working a rotating shift pattern, working weekends and Bank Holidays.
- Fire alarm awareness, attend activations as Standard Operating Procedure, take appropriate action.
- Answer refuge alarm for staircases
- Answer lift alarm and report as required.
- Operate carpark management system, voice intercom, entrance & exit points, 3 pay stations.

PERSON SPECIFICATION

Job Title
Casual Control Centre Operator

Attributes:		Essential/ Desirable	Assessed By
Education, Training and Knowledge	Good level of general education - to GCSE Standard (or equivalent)	Essential	Application
	Hold, or be prepared to achieve, Security Industry Authority (SIA) Licence	Essential	Application
	Knowledge of Data Protection Act 2018, Human Rights Act, RIPA, Freedom of Information Act and Surveillance Camera Codes of Practice.	Desirable	Application
	Good IT skills, particularly Microsoft Word and Excel	Essential	Application
	Good communication skills	Essential	Application /Interview
Experience	Previous experience and evidence of working in a Public Space CCTV environment	Desirable	Application /Interview
	Experience of using radio communications equipment	Desirable	Application
	Demonstrable ability to carry out a range of tasks and understand the procedures associated with them.	Essential	Application /Interview
	Previous experience of being able to work independently and use initiative to deal with straight forward problems.	Essential	Application /Interview
	Ability to work under some pressure	Essential	Application /Interview
	Experience of lone working	Desirable	Application
	Ability to work on a rotating shift pattern, including weekends and Bank Holidays.	Essential	Application

COMPETENCY PROFILE

Leadership	**For example:** • Takes responsibility • Uses initiative • Open and honest • Flexible in their approach and to change
Performance	**For example:** • Focussed on priorities and outcomes • Delivers on promises • Creative skills • Understands their role
Ambition	**For example:** • Open to new ideas and concepts • Learns from past experience • Challenges standard practice for improvements • Maintains a positive outlook
Customer care	**For example:** • Ability to establish credibility and build positive relationships • Takes the customer's perspective • Proactive in keeping customers informed • Seeks feedback
Teamwork	**For example:** • Works together • Helps others • Shares learning • Treats colleagues with respect and trust