

Civic Pride

Command and Control CCTV Officer

Job Description and Person Specification

April 2017

Job Description

Job Title:	Command and Control CCTV Officer
Service Area:	Civic Pride and Enforcement
Function:	Head of Civic Pride & Enforcement
Team:	CCTV & Lifeline
Post number:	
Grade:	LBR 4
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 Hrs
Base location:	Redbridge Control Centre, Ley Street Depot, 531 Ley Street, Ilford IG2 7QZ
Reports to: <i>Job title</i>	Senior CCTV Operations & Contracts Officer
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision/ mentoring of trainee and work placement / apprentice employees on occasion

Role purpose and role dimensions:*Overview of the job*

To provide a professional, accurate, effective public CCTV monitoring service and CCTV Traffic Enforcement services.

Will contribute to the Council's legal responsibility to reduce crime and disorder. The Crime and Disorder Act 1997 places a statutory duty on Redbridge Council to work in partnership with agencies', including the police to prevent and detect crime and disorder in the Borough.

To work in Partnership with outside agencies in addressing issues of crime and disorder, antisocial behaviour and environmental issues in the area of the scheme coverage.

To lead on Council Environmental Priorities targeting and highlighting known problem areas fully utilising the Borough based CCTV system.

To regularly review the utilisation of existing CCTV systems with the Senior Officer and make recommendations regarding the deployment of new technologies to target on Borough Crime.

To ensure the integrity, accuracy and confidentiality of all footage and information gained is secure at all times and held in strict compliance with the CCTV Work Instructions and Code of Practice, the Data Protection Act, Human Rights Act and Regulation of Investigatory Powers Act.

To ensure that statutory requirements are met and that sustained improvements in performance against Government and local targets are achieved.

To assist the Senior CCTV Operations & Contracts Officer to develop the CCTV and Lifeline Services and in particular to maintain existing and identify new sources of income.

To work alongside the Senior CCTV in maintaining service policies, objectives and strategies affecting your area of responsibility and ensuring that these are implemented effectively, ensuring the integrity, accuracy and confidentiality of all information gained at all times and meet the objectives of the service as determined by the London Borough of Redbridge Community Safety partnership and in accordance with laid down procedures.

To have a good technical understanding and experience of the operating systems within CCTV and the ability to liaise with maintenance contractors to report & remedy system faults. Initiating remedial action as defined by the written down operating procedures following system and equipment failures, where possible and practicable, to limit down time and loss of service.

Will be required to deputise for the Senior Officer at internal and external meetings and have responsibility for reporting back to CCTV Manager and Senior Managers with recommendations.

To respond to Members Enquiries, service requests and demands and complaints

To task CCTV Apprentice, undertake training for new Officers and monitor work placement and/or agency staff.

Key external contacts: <i>Organisations</i>	Senior Practitioners & Operational Staff in; Metropolitan and associated Police Forces London Fire Brigade London Ambulance Service NHS England & Local Health Providers Customs & Excise Immigration Cash in Transit (G4S) Transport For London (Including Ilford BR Station) Pub Watch and Shop Watch Town Links Local Businesses and Business Partnerships Adjacent Borough CCTV Centres Insurance Agencies & Legal Teams Key Contractors including Openview Ley Street & Clements Road Multi Storey Car Parks Redbridge Residents Public
Key internal contacts: <i>Job titles or groups of staff</i>	Senior Practitioners & Operational Staff in; Elected Members Lifeline & Telecare Emergency Planning Enforcement REO Team Licensing Housing Transport Cleansing Mayors Team Customer Contact Centre ICT Parking / APCOA Adult Social Services
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	No budgetary responsibility
Key areas for decision making:	<p>The post holder will make operational decisions appropriate to their role and level without constant supervision or management.</p> <p>Working alongside the Senior CCTV officer to ensure the efficient day to day operation of the CCTV control room.</p> <p>The post holder will assist the Senior CCTV officer in making decisions based on technical knowledge and risk to prioritise the maintenance of cameras and managing expectation and risk around faulty stock that cannot be immediately fixed.</p> <p>The deployment of contractors to undertake repairs and effective maintenance of system.</p> <p>Review and assist in the tactical deployment of relocatable cameras in line with intelligence sources and CCTV operating capacity within locations.</p>
Other considerations: <i>E.g. working patterns</i>	The Post holder will be required to work 365 days on a 24/7 shift basis, for which the appropriate allowances and enhancements will be paid.

Key accountabilities and result areas:	Key Elements:
Service Development	<p>This will involve:</p> <p>Fully complying with all quality procedures and work instructions and ensuring all performance and Customer / Service quality targets are fully achieved at all times and service / quality standards are continually improved.</p> <p>Using proactive approach to identify technical improvements in processes to enhance the service provided to CCTV customers and stakeholders.</p> <p>Using technical expertise and problem solving skills to identify new and innovative ways in which service delivery can be improved.</p>
To ensure the efficient provision of CCTV Service to reduce crime and disorder across the Borough	<p>This will involve:</p> <p>Effectively operating all equipment and cameras for Crime and Disorder, Traffic Enforcement and provide a monitoring and response service in respect of the CCTV cameras located in public areas and Council buildings within Redbridge. This will require working either a rotating shift pattern covering a 24hour period, or a reduced shift pattern or shift hours as required, with unsupervised working outside normal office hours, including weekends and bank holidays for which the appropriate allowances will be paid.</p> <p>Operating all allocated equipment and cameras using own knowledge, skill and judgement and to fully comply with the CCTV Code of Practice/Council / Police requirements and associated legislation.</p> <p>Monitoring and carrying out programmed and proactive patrols via view-screens effectively, to respond to motion activated alarms and to take remedial or immediate action and notification as appropriate to events seen. Upon detection of Traffic offences to initiate enforcement action as per work instructions.</p>
To work with Partners and other organisations.	<p>This will involve:</p> <p>Communicating with other departments, external agencies or the public in a professional and courteous manner at all times. To liaise operationally with the Police Met Control Centre/ individual Police officers and other agencies to co-ordinate a response to detected incidents.</p> <p>Operating allocated Radio Systems and Car Park Help-points. Specifically to monitor the Metropolitan Police Radio, the Town watch Radios of Ilford, Barkingside, Wanstead and Woodford. In addition to operate the radios for The Redbridge Pub watch and Council Redbridge Enforcement Officers to ensure intelligence is gained to provide CCTV cover with regards to incidents.</p> <p>Preparing images – data in accordance with the Code of Practice and Procedure manual for use by the Police, Redbridge Council and or other authorised Agencies, including requests under Subject Data Access.</p>

Legal Obligations	<p>This will involve:</p> <p>Ensuring that the Council's statutory obligations are met in accordance with the Council policy and ensure the aims and objectives of the Team are met by the effective and efficient implementation of agreed policies and strategies in accordance with the Service plan.</p> <p>Producing and maintaining continuity of all detailed records or evidential material required in a clear, legible, accurate format. This includes tape/digital management records, evidence records and witness statements acceptable as evidence in court. To attend court to give evidence as required.</p> <p>Maintaining personal integrity and confidentiality of all information obtained within the control room at all times, whether written, verbal or by other means, in particular to ensure appropriate steps are taken to protect data integrity to fully comply with IT security policy and the Data Protection Act.</p> <p>Maintaining Health and Safety and welfare within the work environment to ensure the safety to staff, customers and others.</p>
Service delivery specific	<p>Undertaking effective investigations, analysis, interpretation and reviews relating to all the Redbridge Control Centre (CCTV Control Room) Operations.</p> <p>Ensuring the security of the control room and CCTV vehicle and all equipment is maintained satisfactorily at all times which include access control of all visitors to the control room.</p> <p>Monitoring and operating the Redbridge Town Hall Security cameras and alarm system and control entry / egress to the Town Hall at all times including out of hours for Redbridge employees and authorised visitors.</p> <p>Monitoring the Redbridge ICT Server room security cameras and alarm system as per written down instructions.</p> <p>Monitoring Woodford River Roding camera during periods of inclement weather in accordance with written down procedures for if / when the water levels rise with risk of flooding to the Borough. Taking on the role as the first port of call to supply a duty emergency Officer with live regular updates.</p> <p>Ensuring all equipment is functioning correctly by carrying out equipment checks as required and to notify all faults in the prescribed manner.</p> <p>Driving and operating the CCTV vehicle on the programmed work or in joint working with the Police or other agencies.</p> <p>Undertaking any other duties or perform any other such tasks or duties which the person is reasonably expected to or instructed to undertake and to report any issues of concern to the CCTV Team Leader.</p> <p>Operational lead for delegated tasks such as fly tipping, pigeon feeding, littering etc areas that are council priorities. To attend tasking meetings to share intelligence and undertake actions given at meetings.</p> <p>Additional duties</p> <p>To perform the functions of a Community alarms operator on a designated shift; additional training will be provided for this task</p>

Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your 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 where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.

Flexibility	This will involve: <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.
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Person Specification

Job Title:	CCTV Operator		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	BTEC or Level 2 Front Line CCTV Surveillance qualification	A I	3
	BTEC CCTV Traffic enforcement qualification for London CCTV.	A I	2
Minimum experience/ knowledge/ skills:	Has relevant experience in CCTV monitoring and operation in a control room environment.	A I	3
	Has relevant experience in operating cameras and associated equipment using own knowledge, skill and judgement and to fully comply with CCTV Code of practice and all work instructions.	A I	3
	Ability to reflect and learn from own behaviour and feedback, identifying impact of actions on others	A I	2
	Ability to manage and prioritise own workload and meet agreed deadlines and targets	A I	3
	Personal and professional demeanour which generates credibility and confidence amongst staff, managers and stakeholders	A I	2
	Ability to take responsibility for own decisions on routine work and recognise the need to contribute and support service and management decisions	A I	2
Minimum behaviours: Customer service	Awareness of and complying with corporate and service area customer service standards and promoting high quality, individualised and customer- led services	A I	3
	Ability to understand the needs and expectation of customers and to provide services which conform to the highest professional standards.	A I	3
	Takes pride in delivering high quality services and seeks to expand own skills	A I	3
	Promotes and gives a positive image of both the Council and own service	A I	3
	Is constantly mindful of equality and diversity issues in providing services and seeks to avoid unwitting discrimination	A I	3

Communicating and influencing others	Good interpersonal and effective communication skills, both verbal and written	A I	3
	Communicates clearly and influences well under pressure, using a range of methods to influence others e.g. explains benefits and willingly gives and shares relevant information with others.	A I	3
	Communicates well with other departments, external agencies or the public in a professional and courteous manner at all times.	A I	3
	Establishes and maintains constructive and open relationships with a wide range of people, achieving positive shared outcomes and sharing feedback	A I	3
	Has influencing and negotiation skills and is able to persuade others.	A I	3
	Uses recording and reporting procedures, including the use of information and communication technology, to produce records and reports	A I	3
Working together	Co-operates and works well with others, both in the team and with outside agencies, in the pursuit of common goals, sharing information and supporting others.	A I	3
Analysis and judgement	Aware of a wide range of information sources both internally and externally connected with the work of the team and able to obtain and use the information needed without direction of the line manager.	A I	2
	Draws sound conclusions from information available from a range of sources in a logical way to contribute towards effective outcomes.	A I	3
	Ability to undertake assessments involving others and gathering information from a wide range of sources to minimize risk.	A I	2
Driving improvement	Actively seeks ways to continually improve working practices and service delivery.	A I	2
	Proactively seeks to resolve issues	A I	2
	Able to use initiative, work effectively with the appropriate level of guidance and make decisions appropriate to their role without constant supervision or guidance.	A I	3

Adaptability	Has the ability to adapt to new ways of working and changing priorities of the council.	A I	3
	Flexible approach for the tasks to be under taken.	A I	3
	Demonstrates flexible thinking, openness of mind and readiness for change.	A I	3
	Ability to learn new tasks and skills quickly.	A I	2
	Able to work alone or with minimal supervision for significant periods.	A I	3
	May be required from time to time to undertake responsibilities outside the normal remit of JD as required by the line manager and are broadly within the grading level and competence.	A I	2
	Holder of a clean full UK driving licence. Reasonable adjustments will be considered for disabled candidates.	A I	2
Self-Awareness and Control	Manages own stress, remaining objective and stable in stressful situations, and accepting criticism without becoming hostile or over-defensive	A I	2
	Patient and calm personality when dealing with difficult situations	A I	3
	Maintains high ethical standards both personally and professionally; shows integrity and is reliable and trustworthy	A I	3
	Respects confidentiality wherever appropriate	A I	3
Leadership and managing people (for those with line management responsibility)			
Strategic perspective (for senior management posts)			
Special conditions:			
Signature of Employee:	Name:	Date:	