

Boston Borough Council**Job Description**

Directorate Regulatory Services	Service Community Safety - CCTV
Job Title CCTV Operator	Grade 3
Reports to CCTV Manager	Responsible FOR n/a

Is this post eligible for a DBS check? NO

Boston Borough Council will re-check employees, as a minimum, at 3 yearly intervals.

A Purpose of job:

1	To monitor the CCTV screens for the purpose of monitoring and detecting incidents and gathering information and evidence.
2	To respond to and address all out of hours calls made in to the council in line with Boston Borough Council's Out of Hours / Emergency Planning Manuals.

B Main responsibilities, tasks and duties

1	To undertake operation of all equipment and cameras within the CCTV department when and as required.
2	To comply with the CCTV Codes of Practice, Data Protection Act, Human Rights Act and other relevant guidance at all times.
3	To effectively and sequentially monitor and control all cameras and to take action as appropriate to events seen.
4	To respond to radio and/or telephone calls from Police, Shopwatch and Pubwatch and any other businesses or organisations relevant to CCTV and the camera coverage in the Borough of Boston and Districts of East Lindsey, North Kesteven and South Holland within appropriate guidelines.
5	To be courteous and polite in all dealings with public and council staff.
6	To maintain thorough records including Incident logs, the Visitors Log Book, the Repair and Maintenance Log Book and any other designated records within CCTV.
7	To undertake clerical duties relevant to the position including updating message boards and information notices, RIPA files, intelligence and other required documentation within the department.
8	To assist police and any other authorised personnel to review images and download data as required in line with Data Protection and CCTV codes of practice.

9	To be available for shifts as required including nights and weekend work
10	To advise the appropriate person as soon as practicable of any faults or failures with any equipment within CCTV.
11	Where necessary complete witness statement and prepare evidence as per procedures.
12	To attend court as a witness for the Police or other persons bringing about a prosecution when required to do so.
13	To advise supervising staff and record in a diary, dates and times of any courts to be attended.
14	To record any health and safety incidents and report to supervising staff.
15	To uphold confidentiality agreements and the Official Secrets Act in respect of all aspects of CCTV surveillance.
16	To be aware and follow council policies such as Health and Safety, Equalities, and Fire Evacuation Procedure, and adhere to these at all times.
17	To complete training when necessary and comply with regulations of licenses.
18	To keep the Control Room in a clean and tidy condition.
19	Any other duties as the CCTV Manager may require in accordance with the grading of the post.
20	All CCTV Operators are reminded that every aspect of the system, procedures and recordings and proceedings are confidential and should not be discussed outside the Control Room or to visitors unless they are specifically authorised to be a party to the information. If in doubt the appropriate Officer or representative should be informed.
C Knowledge and skills	
1	<p>Knowledge – Essential</p> <p>SIA licensed (specifically Public space) and a working knowledge of Data Protection (GDPR), Human Rights act and surveillance regulations is essential or candidate must be will to undertake and complete training within the probationary period.</p> <p>Understanding of safe working practices for lone workers.</p> <p>Accurate and concise literacy skills.</p> <p>Good telephone manner.</p> <p>General good education</p> <p>Good organisational skills.</p> <p>Knowledge – Preferred</p> <p>CCTV operating experience</p> <p>Understanding of safe working practices for lone workers.</p>
2	Interpersonal Skills

	<p>Ability to communicate effectively with to public and staff.</p> <p>Ability to work independently using own initiative and effectively as part of a team.</p>
3	<p>Mental Skills</p> <p>The ability to converse at ease with customers and provide advice in accurate spoken English is essential to the post</p> <p>Ability to assess new situations, identify risks and react appropriately whilst lone working.</p> <p>Ability to work well under pressure.</p>
4	<p>Physical Skills</p> <p>Work requires dexterity and co-ordination; precise keyboard and joystick use is essential.</p> <p>Requires some operation of general office equipment essential</p>
D	RESPONSIBILITIES
1	<p>For supervision</p> <p>The role involves little or no, direct responsibility for the supervision of others but requires coordination as part of a team of operators providing a 24 hour service.</p>
2	<p>For people</p> <p>An understanding of the responsibility for safeguarding and promoting the welfare of children is required</p> <p>Must be prepared to undertake safeguarding, disability, equality & diversity, Health & Safety plus all other relevant training.</p> <p>An understanding of the principles of Data Protection (GDPR), Human Rights act and surveillance regulations is essential</p>
3	<p>For financial resources</p> <p>The role involves limited or no direct responsibility for financial resources.</p>
4	<p>For physical resources</p> <p>Duties included the handling and processing of manual and computerised information, where care, accuracy and security are essential including incident logs and monitoring reports.</p> <p>Responsible for the security of the control room and regular careful use of expensive equipment (CCTV monitoring equipment)</p>
E	Work environment and demands
1	<p>Work demands</p> <p>Must have a flexible approach to work.</p> <p>Must be able to work shifts as specified.</p> <p>Work will require flexibility throughout the year to accommodate fluctuations in workload</p> <p>Must be able to attend court as required.</p> <p>Must be able to work unsupervised</p>

2	<p>Physical Demands</p> <p>Tasks are mainly sedentary with occasional need to lift or carry items whilst providing support to the services</p> <p>Requires long periods of sitting.</p>
3	<p>Working conditions</p> <p>Regular contact with people, including elected members, police and other persons requiring a confident and diplomatic manner.</p> <p>Must be able to effectively deal with difficult people.</p>
F Other	
1	<p>The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder with the exception of those required at such a time when the Emergency or Business Continuity Plan is invoked during a genuine emergency situation where staff may be required to undertake work outside of their normal duties without prior consultation.</p>
2	<p>Equal opportunities</p> <p>The post holder is required to carry out the duties in accordance with Council Equal Opportunities policies.</p>
3	<p>Health and safety</p> <p>The post holder is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p> <p>All employees have a duty to take reasonable care for their own health & safety and that of others. In particular they must:</p> <ul style="list-style-type: none"> • Carry out all work in the prescribed manner and ensure that they follow training, information and instruction provided • Use equipment correctly at all times • Wear or use personal protective equipment provided • Report all unsafe acts, conditions, accidents or near misses • Suggest methods of eliminating hazards and reducing potential risks • Co-operate in the investigation of accidents with the objective of introducing methods to prevent a reoccurrence • Take part in risk assessments, workplace inspections, safety tours and audits when necessary • Observe safe systems and methods of working at all times, avoid taking short cuts or improvising which may give rise to unnecessary risks

4	<p>Health Surveillance</p> <p>Employees are required to undertake such health surveillance, at the cost of the Council, as may be required. This may be identified by risk assessments or be a statutory provision such as those within the Health and Safety at Work Act 1974 and The Control of Noise at Work Regulations 2005.</p>	
5	<p>Conduct</p> <p>The public are entitled to expect the highest standards of conduct from all employees who work for Local Government and that their conduct should never be influenced by improper motives. Employees should always remember the responsibilities to the community they serve and ensure courteous, efficient and impartial service to all groups and individuals within the community.</p> <p>Employees should be aware of the content of the Code of Conduct and ensure that they act within the Code at all times</p>	
6	<p>Information security & data protection</p> <p>Employees should ensure that confidential material including material about individuals is handled in accordance with the law.</p> <p>Employees are individually responsible for any information in their care whether computerised or manual.</p> <p>All Council policies on these issues should be adhered to.</p>	
7	<p>Safeguarding</p> <p>Employees have a responsibility to safeguard and promote the well-being of all vulnerable adults, children and young people who participate in our services or whom they come into contact with through discharging various functions. This includes situations where the Council works directly with adult, service users who have care of children. Employees should be able to identify abuse or neglect and understand their responsibilities and what to do should they ever suspect or become aware that a child is being neglected, is being abused or is likely to suffer abuse.</p>	
8	<p>Values</p> <p>We believe that everyone has a role to play in making our council successful.</p> <p>We expect everyone involved with Boston Borough Council to be:</p> <ul style="list-style-type: none"> • open and honest with people • enthusiastic, positive and proud about working for Boston Borough Council • patient with people and take time to understand their concerns • approachable and clear with people • open to new ideas and willing to learn • caring and to treat people with respect, consistency and fairness • focused on customers 	
Job description written by	Name:	Date: May 2016

This post has been evaluated using the National Joint Council Job Evaluation Scheme as adopted by Boston Borough Council.

JE Ref No. 335

Evaluation date:

Factor	Level	Points
Knowledge	2	40
Mental skills	1	13
Interpersonal and communication	2	26
Physical skills	2	26
Initiative and independence	2	26
Physical demands	2	20
Mental demands	3	30
Emotional demands	2	20
Responsibility for people	2	26
Responsibility for supervision	1	13
Responsibility for financial resources	1	13
Responsibility for physical resources	2	26
Working conditions	1	10
Total score		289