



served by One Team

Job Description		
Job title:	CCTV Operator (Fixed Term – 1 year)	
Contracting Council:	Boston Borough Council	
Service/ Function:	CCTV Service	
Grade and Salary:	Grade 3 - £18,444 - £20,649	
Hours:	15 Hours per week (Weekend)	
Reports to:	Andrew Haw	
Liaison with: (e.g. Officers, Councillors, Town and Parish Councils, Partners)		
Resource Accountability	Financial	The role involves no direct responsibility for financial resources
	Direct Reports	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
	Physical and Information	Duties included the handling and processing of manual and computerised information, where care, accuracy and security are essential including incident logs and monitoring reports. Responsible for the security of the control room and regular careful use of expensive equipment (CCTV monitoring equipment)
Purpose of the job		
<p>To monitor the CCTV screens for the purpose of monitoring and detecting incidents and gathering information and evidence.</p> <p>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.</p>		
Key accountabilities (include responsibility for service users)		
<ul style="list-style-type: none"> • To undertake operation of all equipment and cameras within the CCTV department when and as required. • To comply with the CCTV Codes of Practice, Data Protection Act, Human Rights Act and other relevant guidance at all times. • To effectively and sequentially monitor and control all cameras and to take action as appropriate to events seen. • 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. • To be courteous and polite in all dealings with public and council staff. • To maintain thorough records including Incident logs, the Visitors Log Book, the Repair and Maintenance Log Book and any other designated records within CCTV. • 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. 		

- 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.
- To be available for shifts as required including nights and weekend work
- To advise the appropriate person as soon as practicable of any faults or failures with any equipment within CCTV.
- Where necessary complete witness statement and prepare evidence as per procedures.
- To attend court as a witness for the Police or other persons bringing about a prosecution when required to do so.
- To advise supervising staff and record in a diary, dates and times of any courts to be attended.
- To record any health and safety incidents and report to supervising staff.
- To uphold confidentiality agreements and the Official Secrets Act in respect of all aspects of CCTV surveillance.
- To be aware and follow council policies such as Health and Safety, Equalities, and Fire Evacuation Procedure, and adhere to these at all times.
- To complete training when necessary and comply with regulations of licenses.
- To keep the Control Room in a clean and tidy condition.
- Any other duties as the CCTV Manager may require in accordance with the grading of the post.

Staff 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.

Knowledge and Skills (include interpersonal/ communication skills and physical and mental skills)

Essential:

- SIA licensed (specifically Public space) and a working knowledge of Data Protection, Human Rights act and surveillance regulations
- Understanding of safe working practices for lone workers
- Accurate and concise literacy skills
- Good telephone manner
- General good education
- Good organisational skills

Desirable:

- CCTV operating experience

Educations/ Qualification

Essential:

Desirable:

Physical/ Mental/ Emotional Demands

Interpersonal Skills

- Ability to communicate effectively with to public and staff
- Ability to work independently using own initiative and effectively as part of a team

Mental Skills

- Ability to assess new situations, identify risks and react appropriately whilst lone working
- Ability to work well under pressure

Physical Skills

- Work requires dexterity and co-ordination; precise keyboard and joystick use is essential.
- Requires some operation of general office equipment essential

Working Conditions

General

The job description is intended to serve as an indication of the character and general level of the post. They activities are not in order of priority and they should not be considered as final or exclusive. The list may be changed depending on the operational circumstances of the Councils.

As an employee of Boston Borough Council or East Lindsey District Council you must comply with the Health and Safety policies and attend the compulsory Health & Safety training as and when requested.

You will be required to undertake any necessary training to enable you to perform your duties effectively.

Information security & data protection

You will be required to make yourself aware of, and work within, the General Data Protection Policies. Employees must ensure that functions are delivered in a manner compliant with the requirements of the General Data Protection Regulation 2018 and any other legal or professional standards of confidentiality and propriety. Employees are individually responsible for any information in their care whether computerised or manual.

Equal Opportunities

The post holder must carry out his/ her duties with full regard to the Councils Equal Opportunities policy.

Safeguarding

It is everyone's responsibility and all employees are required to act in such a way that always safeguards the health and wellbeing of children and adults at risk. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.

Health and Safety

The post holder must ensure that their duties are delivered in a manner compliant with corporate (and legal) health and safety policies and procedures. All employees must familiarise themselves with and comply with the organisations, and their departmental, health and safety policies including departmental procedures and safe systems at work.

Conduct

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. Employees are required to follow the Councils Contract Procedure rules and Financial Regulations in any financial transactions and other dealings on behalf of the Council. Employees should be aware of the content of the Code of Conduct and ensure that they always act within the Code.

If the post holder does not understand how the above clauses affect them, they must ensure they seek clarification from their line manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities regarding GDPR, Equal Opportunities, Health & Safety and Safeguarding.

Job description created/ updated by		
Job description created/ updated by	Name: Andrew Haw	Date: 7 th July 2021
Job description agreed by	Post Holder:	Date: