**Job Description**

**Main Purpose of Job:**

To be responsible for proactive and reactive monitoring and responding to Closed Circuit Television pictures (CCTV), and Out of Hours call handling Service, airwaves radio system, and Town Link radios, 24:7, without direct supervision.

To ensure that the CCTV operation is delivered in a professional and effective way, working with the Police and external partners to help detect, deter and reduce crime and anti-social behaviour. Reviewing CCTV footage upon authorisation, compiling detailed reports to use as evidence for investigations when necessary.

To be responsible for East Suffolk Councils out of hours calls, whilst remaining calm in pressured situations, demonstrating empathy, support and understanding. Along with completing the reporting process for each call received, enabling the correct action to be delivered at a time of crisis.

To help maintain public safety and wellbeing and placing, where possible, the residents of East Suffolk at the heart of everything we do as part of the council’s dedication to public and community safety.

To ensure the service is able to offer full integrity, accuracy and confidentiality of all information gained by compliance with the quality standards and legislations in place, whilst seeking to preserve the rights of the individual.

**Initial Key Responsibilities:**

1. Monitor, assess and interpret pictures from CCTV cameras, in accordance with procedures and current legislation.
2. Provide an out of hours emergency call handing service for East Suffolk Council, allowing the public to report emergency concerns. Then for this information to be securely and promptly passed to the relevant duty manager or department
3. Monitor, respond and provide assistance for those external partners operating airwave and town link radio communication as the CCTV operator is the radio controller for these services.
4. Maintain evidence and records through correct storage and documentation.
5. Liaise with emergency services and visiting Police Officers. Demonstrate use of CCTV and recording equipment to Police Officers. Use the CCTV cameras to identify offenders and provide high quality evidence to enable investigations and where necessary prosecutions; if required, provide written witness statements and attend court if necessary.
6. Deal with footage, evidence and report requests in a timely manner in accordance with current Key Performance Indicators and Service Level Agreements.
7. Gathering, updating and archiving personal information in an accurate but sensitive manner on to a secure database. Any information retained must be GDPR compliant.
8. Positively promoting our services when receiving enquiries.
9. When required, liaison with external partners.
10. Provide support and assistance for the Control Centre Assistant Manager to enable them to produce monthly reports and statistics, ensuring damaged equipment is promptly replaced and faults reported and recorded accurately.
11. Ensure procedural manuals, impact assessments and policies are periodically reviewed and updated.
12. In order to deliver services effectively there is a 6 on, 4 off shift pattern in operation. However, there is a degree of flexibility needed for shifts to be extended or changed with adequate notice.
13. To promote and adhere to the Company’s values and behaviours.

**Line Manager: Control Centre Assistant Manager**

**Political Restriction:**

This post is politically restricted under the Local Government and Housing Act 1989 and postholders are prohibited from seeking public election, holding political office, writing or speaking publicly on matters of political controversy.

Note: This is a description of the job as it is constituted at (**April 2025**) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Company to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Company’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Company reserves the right to insist on changes to the Job Description after consultation with the postholder.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and Experience** | * Experience of working directly with vulnerable people
* Experience of operating CCTV and call handling system software system
* Experience in dealing with external partners through email and telephone
* Knowledge of the Microsoft Office package (Word, Excel, Outlook, Team) and data bases.
 | * Experience of using a Airwaves radio system
* Experience of using a town link radio system
* Experience of compiling reports that can be used as evidence in a court of Law
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| **Skills and Abilities:** | * Ability to work on own initiative with a minimum level of supervision
* Committed to equality of opportunity and understanding of diversity issues
* Ability to communicate with service users across a variety of levels
* Ability to deal with sensitive and difficult people/situations
* Ability to manage and prioritise workloads
* Ability to converse with in, stressful and emotive situations whilst remaining polite, and empathetic providing excellent customer service at all times.
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| **Education and Training** | * Security Industry Authority (SIA) CCTV Licence
* 5 GCSE’s
* NVQ Level 3 qualification.
 | * Safeguarding awareness training
* Health and Safety awareness
* Administrative related qualifications
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| **Other Requirements:** | * Ability to travel to other offices/locations within the district on a regular basis.
* Necessary to work within data protection and confidentiality requirements.
* A commitment to own development and to supporting training and development initiatives.
* Able to work a shift patten of days evenings, nights and weekends.
* Flexible and willing to work outside of normal working hours.
 | * Hold a valid full driving licence
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