

Job Title: CCTV Operator	
Job Evaluation Number	B382

JOB DESCRIPTION

Job Title: CCTV Operator	Location: Force-wide
Job Family: Operational Support	Role Profile Title: BB1 Police Staff
Reports To: CCTV Supervisor	Band level: 1C
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Define the role, put simply, why it exists.

The overall purpose of the role is to: Monitor and operate CCTV equipment including cameras, radios and ancillary equipment making appropriate pro-active and reactive responses.

b. **KEY ACCOUNTABILITY AREAS:** Defines the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Operate all CCTV equipment, radios, and ancillary equipment to provide pro-active and reactive monitoring of CCTV cameras to assist with the detection of crime, antisocial behaviour and to support the reduction of crime, disorder and the fear of crime.
2. Maintain a close liaison with the Control Rooms, police personnel and CCTV partners in relation to any incidents.
3. Use police databases and computer systems to gather, monitor, record and communicate information to appropriate police personnel.
4. Monitor, operate and communicate using all forms of equipment.
5. Supply extracts from CCTV recordings to support the front line and maintain records in compliance with MOPI, CCTV Codes of Practice and TVP policies and procedures.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

Each Control Room monitors between 60 and 120 public space cameras plus traffic monitoring, ANPR and car park cameras

There are three main types of activity – proactive monitoring, reactive monitoring of live incidents and post incident reviews which average 500 to 600 per month.

Staff are responsible for ensuring that all requests for evidential downloads comply with force policies and procedures. This can average about 500 per month.

Staff must comply with all current legislation including the Data Protection Act, Computer Misuse Act, MOPI and CCTV Codes of Practice.

Accreditation for a SIA (Security Industries Agency) licence will be required and support will be provided to obtain this qualification.

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d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Good standard of education including excellent numeracy and literacy skills	E
2. Proven interpersonal and communicating skills including a clear and concise telephone manner and the ability to communicate at all levels.	E
3. Recent experience of working within a team environment and relevant experience of working alone and setting own priorities.	E
4. Proven ability to concentrate for long periods of time and have excellent observational skills.	E
5. Willing to work towards or current and up to date Highfield level 2 award for working as a CCTV Operator (public space surveillance) within the private Security Industry SIA licence. (Training will be provided).	E
6. Recent experience using Windows IT systems (Word, Excel and Outlook)	E
7. Must have good attention to detail and ability to multi task when required.	E
8. Relevant knowledge of the local area	D
9. Previous experience of using CCTV equipment and using radio communication equipment.	D
<i>Additional Comment:</i> Role holders will be required to provide fingerprints and DNA for elimination purposes in order to perform the position offered. DNA will be profiled and held on the Contamination Elimination Database (CED) and will be removed 12 months after termination of service. Fingerprints will be held on the Fingerprint Police Elimination Database PEDb and are removed at the termination of service.	