

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Darlington Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date, as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Control Centre Operative

Vacancy ID: 008462

Salary: £9.2117 - £9.7165 per hour

Closing Date: 18/02/2018

Benefits & Grade

Grade J

You will receive a holiday plussage on all hours worked which will be paid at the same time as the normal pay for the work. The holiday plussage is based on the 31 days DBC contractual entitlement and this equates to 13.54%.

Contract Details

Casual

Contract Hours

To work as and when required

Disclosure

The successful applicant will be subject to an Enhanced DBS check

Job Description

We are looking for an enthusiastic, conscientious and customer service focused person to join our pool of casual staff in supporting the full time team, working on a casual base to cover annual leave, sickness ect. in one of the most successful control rooms in the region.

The Control Centre operates 24 hours a day, 365 days a year on a three-shift system, providing a range of services to the public, businesses and others. You must be available to work the full shift rota, which includes 06.00 – 14.00, 14.00 – 22.00 and 22.00 – 06.00, weekends and bank holidays, and you will be expected to stay within the control room for the full 8 hour shift, including rest breaks.

You must have approximately one years previous work experience involving contact with the general public and have the ability to work as part of a team. You must also have good communication, observational and listening skills, be able to handle sensitive information and have a good understanding of the needs of the elderly. Ideally you will be committed to crime prevention, public safety and the welfare of the elderly.

Some knowledge of the legislation regulating the provision of CCTV services would be advantageous along with IT skills. An SIA Public Space Surveillance licence would be desirable, but not essential as training will be provided to the successful candidate.

For detailed information on this role, please refer to the Job Description and Person Specification.

For a further informal discussion, please contact Liz Caygill, CCTV Duty Manager on 01325 406116 Or Paul Branch, CCTV and Security Manager on 01325 406191

An online application form and further information are available from www.darlington.gov.uk/job-vacancies. Alternatively, you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email: recruitment@xentrall.org.uk

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH – REGULATORY SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	CONTROL ROOM OPERATOR
<u>GRADE :</u>	J
<u>JOB EVALUATION NO.</u>	C1854
<u>REPORTING RELATIONSHIP</u>	The CCTV & CPE Manager through the CCTV DUTY MANAGER
<u>JOB PURPOSE :</u>	To carry out all tasks necessary to ensure the effective and efficient day-to-day operation of the CCTV Control Centre.
<u>POST NO.</u>	D10373
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To assist the CCTV Duty Manager in the provision of a high quality service, in all areas of operation.
2. To be the first point of contact for all incoming information, or requests for information and provide a high-quality, professional response to such information/requests in accordance with agreed guidelines.
3. To keep up to date with all instructions, changes in procedure etc and ensure that all such amendments are put into action as instructed.
4. To ensure legitimate, efficient and accurate use of all equipment. This will include reporting any problems/difficulties encountered to the CCTV Duty Manager and identifying own training needs.
5. To maintain good working relationships/links with all of the various Service partners/users and ensure that service needs are met and the interests of the Council protected in accordance with the agreed guidelines.
6. To receive and record requests for information from the Police and others; to advise the CCTV Duty Manager of the request and the reason for it and consult with him/her to agree the action to be taken and by whom.
7. To maintain accurate and detailed logs/records of all actions, activities, situations, requests for information/evidence etc., to enable a third party to determine the course of events simply by reading the appropriate log entry.
8. To ensure that all recording media is used, stored and accounted for within agreed guidelines.

9. To report all/any system problems or technical faults and any other operational difficulties to the CCTV Duty Manager
10. To follow and adhere to all agreed Codes of Practice, legal requirements etc.
11. To comply with the rules governing confidentiality at all times, reporting any suspected breaches to the CCTV Duty Manager or the CCTV & CPE Manager,
12. To be professional and efficient at all times in respect of all tasks undertaken and all responses to service requests.
13. To attend and give evidence at Court if required.
14. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
15. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
16. Carry out your role in line with the Council's Equality agenda.
17. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
18. Any other duties of a similar nature related to this post that may be required from time-to-time.

THIS POST IS SUBJECT TO AN ENHANCED DISCLOSURE THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO RELEVANT VETTING CHECKS BEFORE AN OFFER OF APPOINTMENT IS MADE AND WILL ALSO BE SUBJECT TO RECHECKING AS APPROPRIATE

Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

DARLINGTON BOROUGH COUNCIL**CONTROL CENTRE OPERATIVE****ECONOMIC GROWTH – REGULATORY SERVICES****POST NO – D10373**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	SIA Public Space Surveillance CCTV Licence (There is a requirement that this licence is obtained within a reasonable time of commencing the post, training to be provided)		D
2	GCSE (Grade A-C) English Language or equivalent		D
	Experience & Knowledge		
3	An appreciation of the problems faced by the elderly and disabled and to be able to deal with situations with compassion	E	
4	Approximately one years previous work experience involving contact with the general public and being able to provide excellent customer service	E	
5	Working knowledge of the geographical layout of Darlington		D
6	An appreciation of basic Law and Order issues		D
7	Basic knowledge of the Human Rights Act 1998, Data Protection Act 1998 and other relevant legislation		D
	Skills		
10	Ability to apply accurate literacy and numeracy skills, to include spelling, punctuation, grammar, percentages and decimals	E	
11	Ability to demonstrate observational, listening and memory skills	E	
12	Ability to communicate both verbally and in writing to a range of audiences.	E	
13	Able to work as part of a team and have a positive attitude	E	
14	Ability to operate a computerised CCTV tracking system, including the ability to operate a keyboard and joystick while viewing/tracking incidents on a screen.		D

15	IT literate, capable of using MS office packages		D
Personal Attributes			
16	Ability to give clear verbal evidence if required in a confident manner.	E	
17	Able to respond to emergency situations and give precise details to emergency services whilst staying calm	E	
18	Flexible approach to working arrangements.	E	
19	Able to maintain confidentiality, particularly in respect of sensitive information.	E	
20	Able to cope with a range of conflicting demands and priorities whilst remaining calm	E	
21	Ability to demonstrate a caring disposition.	E	
22	Ability to maintain concise, accurate records.	E	
23	Ability to be on time for all duties.	E	
Special Requirements			
24	Must be prepared to undertake and pass Security Industry Authority assessment and security checks; including National Security Inspectorate and Enhanced DBS checks.	E	
25	Experience of working in a Control Room environment. Working		D

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is currently 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 31 days plus 8 public holidays. Youth & Community Workers entitlement is 30 days plus 8 public holidays, increasing to 35 days with 5 years continuous service.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working for equality. Applications are welcomed from all persons regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity provided they have the necessary attributes to do the job.

Part time applications

Part time applications will be considered for all posts. Further details should be sought from the recruiting manager.

Payment of Wages and Salaries

Salary paid into bank account on the last working day of the month. Casual employees are paid monthly in arrears. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a Disclosure and Barring Service (DBS) check. If this is the case an appropriate statement will appear in the recruitment advertisement.