

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD 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 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 for Lifeline Clients, Police and internal council departments 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 using the various systems within the Control Room.
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 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.
19. 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.
20. You are required to safeguard and promote the welfare of children for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.
21. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.
22. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

Date: November 2018

DARLINGTON BOROUGH COUNCIL

CONTROL CENTRE OPERATIVE

ECONOMIC GROWTH AND NEIGHBOURHOOD 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
26	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	