**JOB DESCRIPTION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CCTV Control Room Operator** | | | | |
| **Salary Scale/ Grade** | 4 | | | |
| **Service Area** | Commercial Services | | | |
| **Team** | Security | | | |
| **Responsible to** | Security Operations manager | | | |
| **Responsible for** | No direct supervision responsibility for employees. | | | |
| **Main purpose of Job:** | | | | |
| Provide a 24/7 telephone answering & message handling service.  Monitor and respond to various fire, intruder, personal safety alarms and activity based CCTV systems.  Operate & Monitor public area CCTV in accordance with our Code of practice on behalf of Stockport Council.  Maintain handwritten and computer based records. | | | | |
| **Duties and Responsibilities:** | | | | |
| The Control Centre is operational 24/7, 365 days per year and provides a message handling service, monitoring of public area CCTV, intruder, fire, personal safety systems and remote CCTV systems. Operators are required to work shifts on a contracted working week of 24 hours – worked on a rota basis – working nights & weekends (including bank holidays).  Shift pay and weekend enhancements are payable in respect of this requirement. Operators are required to cover at short notice for sickness and any other unforeseen events such as severe weather problems or local disaster incidents which require a procedure to be effective. Operators are therefore required to make available home telephone numbers or other contact numbers (if away from home) where they can be contacted when required. Operators are required to work overtime as necessary.  Security of information & confidentiality is to be upheld at all times with access to the Control Centre restricted to authorised personnel only. Responsibility for access to the depot site including controlled access to the Communications Centre is the responsibility of the Operator. | | | | |
| **Resources:** | | | | |
| Issue of a wide range of keys to other staff and contractors  Issue of Emergency Plan equipment – stored in Control Centre  Issue of equipment belonging to Emergency Duty Team (Adults & Communities Directorate) | | | | |
| **Job Activities:** | | | | |
| **24/7 Message passing facility**  Provide a link service between mobile radio operators in the field**.**  Contact duty or stand-by workers for Council Services as and when necessary by using radio, landlines and mobile telephones. React with appropriate action on receipt of calls on the dedicated emergency radio channel & telephone. Operate a text phone (Minicom). Pass messages using various systems: radio, telephone, fax & paging systems and email.  **Monitor & respond to various alarm systems**  Notify Security Services when intruder alarms are activated in premises. In the case of fire alarms the Fire Service will also be notified. Call out authorised key holders (if required) to reset alarm after premises have been checked by security staff. Inform relevant engineers on receipt of alarm for boiler or air conditioning fault. Answer alarm calls from lift intercoms in the Town Hall Complex by carrying out a set procedure & reassure occupants (if trapped) & to contact engineers accordingly. Respond to fire alarm & bomb alarms in the Town Hall Complex by carrying out a set procedure & informing the relevant personnel. Receive alarm calls from residents in sheltered accommodation and passing emergencies to the appropriate agencies.  **Public area CCTV monitoring**  To provide a 24/7 surveillance system selecting the direction and focus of individual cameras in order to monitor, record and view incidents within the areas of operation and report such incidents to the relevant agencies. It is a requirement to be licensed from the Security Industry Authority & be prepared to undergo the appropriate training. Responsible for ensuring that people, vehicles and buildings within the operational areas are effectively monitored and recorded in locations covered by CCTV. Responsible for reporting incidents or potential incidents to the Police or other agencies which include the reporting of crimes and incidents taking place, persons or vehicles acting suspiciously, reporting premises or vehicles damaged by crime. To keep accurate and detailed records of incidents which occur whilst on duty. Seizing and producing video tapes of incidents and making formal statements of evidence for police. Attending Court or other hearings as necessary to give evidence Flexibility to cover other shifts as operational needs arise. All information to be kept strictly confidential  **Answer out of hours telephone calls**  Record accurately requests for repairs to Council properties or problems relating to the highways & street lighting. Receive and process out of hours calls for Council services that provide a 24hour response and pass emergency calls to the appropriate service or agency. Confirm all emergencies to the relevant Division or section the next working day and pass any outstanding calls of a lower priority. Record and pass messages to the duty officer for Adults & communities directorate. Pass adverse weather warnings received from the Weather Centre to the appropriate personnel/departments. Receive calls made on the Council’s internal 999 system and pass to the relevant emergency service. Record message received in relation to Anti-Social Behaviour. Log check calls for offsite Security Guards and follow procedures for missed calls.  **Maintain databases & records**  Maintain the various incident logs at all times, recording times of the occurrence and any subsequent actions taken. Maintain databases and information sources accurately with details of key-holders, on call personnel, contractors & other agencies.  **Other Duties:**  To undertake any other specific projects as may be required by services areas within the company.  **Resources**  Issue of a wide range of keys to other staff and contractors  Issue of Emergency Plan equipment – stored in Control Centre  Issue of equipment belonging to Emergency Duty Team (Adults & Communities Directorate  Issue of Emergency fuel card. | | | | |
| To work positively and inclusively with colleagues and customers so that the Company provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Company’s policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Company’s Mission Statement.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | | | | |
| **Print Name** | |  | **Date** |  |
| **Signature** | |  | | |