**PERSON SPECIFICATION**

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| **Job Title** | CCTV Control room Operator |

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| **Attributes** | **Competency** | **Essential or Desirable** | **Selection method**  **A=Application**  **I=Interview**  **T=Test** |
| **Experience** | Experience of data input and keyboard skills | Desirable | A/I |
| Experience in communicating clearly both orally and in written form | Essential | A/I |
| Dealing with members of the public | Desirable | A/I |
| **Technical skills and Abilities** | Ability to work unsupervised on one’s own initiative | Essential | A/I |
| Ability to extract data from a number of different applications & systems – manual and computerised | Essential | A/I |
| Ability to communicate effectively using the telephone | Essential | A/I |
| A proven ability to provide good ‘customer care’ skills and a professional ‘front line’ service | Essential | A/I |
| The ability to work as part of a team | Essential | A/I |
| Knowledge of operating two way speech radio systems | Desirable | A/I |
| Attention to detail at all times | Essential | A/I |
| **Additional Factors** | Understands and actively supports the diversity and equality policy | Essential | A |
| Public Space CCTV Surveillance Licence (SIA) GMP force vetting process (Non Police Personnel). | Essential | A |

**Essential Competencies**

All employees are expected to perform satisfactorily to the generic employee competencies which are reviewed as part of our Performance and Development Review scheme for all employees.

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| **Competency** | **Definition** |
| **Focus on the customer** | * Seeking to determine the needs of customers and taking action to satisfy them. * Understands the customer needs and provides accurate information. |
| **Communication** | * Confidently communicates with other people in a clear, concise and purposeful way. * Communication is clear and concise. |
| **Working with Others** | * Works co-operatively with others and ensures participation within teams and across organisational boundaries to support the achievement of shared goals. * Works together with others and values their contributions. |
| **Innovations & Change** | * Seeking ways to bring about improvements in the way that work is done. Accepting new ways of doing things. * Responds positively to change. |
| **Integrity & Commitment** | * Doing what is right, not just what is easy, popular or comfortable. Being accountable for own actions and those of the team. * Understand the organisation and own role. |
| **Delivering Quality Results** | * Works to the highest standard and looks for ways of improving performance and service for customers and stakeholders so that results and deliverables are achieved on time and within budget. * Delivers expected results |
| **Working Safely** | * Understands and can apply the relevant knowledge of legislation as it relates to Totally Local Company. * Basic understanding of Health and Safety at Work and how to apply that to your role. |