**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.
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| **Communication** | * Confidently communicates with other people in a clear, concise and purposeful way.
* Communication is clear and concise.
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| **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.
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| **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.
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| **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.
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| **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
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| **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.
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