

## Role Profile

<b>Role Title:</b>	CCTV Operative
<b>Department:</b>	Housing Management
<b>Role Purpose:</b>	The frontline delivery of an efficient, high-quality CCTV control room service that supports us to keep our tenants and schemes safe and secure.
<b>Reporting to:</b>	CCTV Manager
<b>Responsible for:</b>	N/A
<b>Checks:</b>	Standard DBS and Social Media check
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• To operate, monitor and prioritise CCTV, access control and other security systems located within the Control Centre in an effective manner, in compliance with the site-specific assignment instructions and current legislation.</li> <li>• To record all events and actions monitored and, where applicable, ensure follow on action is undertaken.</li> <li>• To respond and react to any incidents or security issues that may arise, in line with agreed operating procedures.</li> <li>• Liaise with internal departments to proactively address ASB, Crime and environmental issues.</li> <li>• To monitor CCTV system availability, report any faults and liaise with internal departments (i.e., Building Safety) to resolve any issues with hardware or software and ensure systems are functioning correctly and downtime is kept to a minimum.</li> <li>• To work alongside the emergency services and other security providers to maintain safety and security of our schemes and customers.</li> <li>• To produce written reports on incidents and occurrences.</li> <li>• To follow operational policies and procedures and use feedback from staff and customers to make or recommend changes that will deliver service improvement.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To provide feedback to the CCTV Manager to ensure effective contract management (i.e., software, hardware, out of hours).</li> <li>• To ensure accurate recording and management of information in line with Data Protection Legislation/ GDPR.</li> <li>• Support the CCTV Manager and teams to effectively respond to complaints and MP/ Councillor enquiries.</li> </ul>
<b>Education, Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• Frontline CCTV SIA licence holder (or willing to undertake training).</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Previous operational CCTV control room experience.</li> <li>• Experience of making personal contributions to service improvement.</li> <li>• Track record of success in delivering objectives.</li> <li>• Understanding of Data Protection/ GDPR legislation.</li> <li>• A good working knowledge of anti-social behaviour, community safety and other relevant legislation.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills and a strong customer focus.</li> <li>• Good organisational and problem-solving skills.</li> <li>• A good team player but the ability to work independently and make difficult decisions when required.</li> <li>• Effective use a wide range of ICT systems and software necessary for the delivery of service and business objectives.</li> <li>• Personal resilience and the ability to manage difficult situations.</li> <li>• Innovative and receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions.</li> <li>• Willingness to work in an agile and flexible way, including outside of normal operating hours, subject to the needs of the service and our organisation.</li> </ul>