

Job description

CCTV Operator

This supporting role will be required to work at the CCTV Control Room, West Suffolk House, Western Way, Bury St Edmunds. You may reasonably be required to work at any other of the council's premises as required in order to meet the needs of the service.

The CCTV operator will be required at all times to provide a professional and effective approach to the CCTV monitoring service in accordance with the agreed standards.

Key responsibilities and activities

- To assist in providing an effective and efficient CCTV service under the direction of the CCTV manager. This will include the following work objectives:
- To operate and monitor all systems within the control room in an effective and efficient manner. To ensure all work is undertaken in compliance with the operating procedures, current legislation (GDPR) and current code of practice.
- To liaise with the police, other agencies and members of staff by various communication systems to ensure the system is used effectively to support the objectives of the service.
- To respond to all alarm activations, CCTV incidents and calls taken on the emergency out of hours service.
- To produce all evidential records and witness statements to a high standard acceptable to the rules of evidence and current legislation.
- To record all events and actions in a clear and accurate format through the use of the current software based solution used by the CCTV control room.
- To provide an efficient and courteous radio and telephone answering service when dealing with a vast array of issues.
- To control access to all visitors to the control room in order to maintain high security and confidentiality of the CCTV operation.
- To report all equipment failures to the maintenance contractor and raise any issues of concern to the CCTV Manager to ensure continuity of the system.