

Job description

CCTV Operator

Band 3

Job purpose

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 council premise as required, to meet the needs of the service.

Key responsibilities and activities

To assist in providing an effective and efficient CCTV service under the direction of the CCTV manager, the CCTV operator work objectives include -

- To operate and monitor 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.
- The ability to multitask and respond to all alarm activations, CCTV incidents and calls taken on the emergency out of hours service.
- The ability to work independently (lone working) as well as collaboratively as part of a team to deliver the required service.
- To produce all evidential records 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 using 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 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.