

## Person specification

### CCTV Operator

### Band 3

| Criteria                    | Attributes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Method of assessment   |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <b>Knowledge</b>            | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Ability to demonstrate a basic knowledge of the local area.</li> <li>• Able to demonstrate good general understanding of health, safety and welfare policies and procedures.</li> <li>• Ability to understand the concept of diversity and respect of others and be committed to these issues.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Good knowledge of local area.</li> <li>• Good knowledge and understanding of GDPR.</li> </ul> | Application, interview |
| <b>Experience</b>           | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Give examples of similar work in public or private sector.</li> <li>• Demonstrate understanding of providing good customer service including being courteous.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Demonstrate competence in dealing with members of the public.</li> <li>• Previous CCTV experience.</li> <li>• Previous control room experience / alarm handling.</li> </ul>                                                    | Application, interview |
| <b>Skills and abilities</b> | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Good observation skills and ability to analyse visual information.</li> <li>• Demonstrate the ability to understand and follow instructions.</li> <li>• Demonstrate a positive desire and motivation to achieve results.</li> <li>• Good communication skills, written and verbal.</li> <li>• Ability to multi-task and concentrate under pressure.</li> </ul>                                                                                                           | Application, interview |

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|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
|                       | <ul style="list-style-type: none"> <li>• Able to give examples of the ability to work alone and as part of a team.</li> <li>• Able to work on own initiative.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Evidence of the ability to act in a professional manner.</li> <li>• Evidence of multi-tasking under pressure.</li> </ul>                                                                                                                                  |                                               |
| <b>Qualifications</b> | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Gives examples of achievements in previous experience.</li> <li>• Shows commitment to a learning culture and prepared to be flexible and adaptable.</li> <li>• Be prepared to attend training as and when required.</li> <li>• Willingness to learn and to improve.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• SIA Licence.</li> <li>• Give examples of training within CCTV security.</li> </ul> | Application, interview, documentary evidence. |

**2026**