

Role Title	CCTV & Operations Manager
Job Family	
Competency Level	Principal Officer/Manager
Pay Scale	PO8
Purpose	
To manage and provide a professional, proactive, customer-focused service within a fast-paced, technology-driven 24/7 Operations Centre. The service is 24/7, and therefore the post holder will be required to work outside of normal office hours on an agreed basis and provide a level of flexibility to suit operational needs, professional and legislative requirements. The Operations Centre oversees areas including, borough wide CCTV monitoring and surveillance, Alarm monitoring and management, remote door access, key holding, and provision of body worn cameras and radios. The service is 24/7, and therefore occasionally the post holder may be required to work outside of normal office hours.	
Generic Accountabilities	End Results/Outcomes
Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.	The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements. Corporate strategies are effectively implemented within area of responsibility. External inspections are managed effectively. Service delivers excellent customer service.
Advise Senior Managers, and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.	Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise. Responses to major corporate or partner initiatives / complex operational issues are managed effectively. Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management. Feedback and complaints procedures are developed and managed. Complaints are

	effectively resolved.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff. The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales. Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including, equipment, people, and systems are utilised optimally and efficiently. Budgets are planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.

Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job-specific Accountabilities	End Results/Outcomes
The CCTV Ops Centre Manager is responsible for ensuring that all services delivered by the Operations Centre consistently meet both client and Council requirements.	The operations centre provides a professional service to clients from internal services and external partners and ensuring the service is delivered smoothly and efficiently whilst providing strong management and leadership to the Ops Centre.
Lead and manage relationships with internal and external stakeholders, ensuring effective partnership working and collaborative delivery of services.	Effective client and stakeholder management through strong partnership working that supports efficient and high-quality service delivery.
Coordinate and manage liaison with the Metropolitan Police Service and the National Crime Agency to support ongoing and planned operations.	Ensure effective coordination of police and agency taskings through timely planning, scheduling and provision of appropriate operational support within the Operations Centre.
Lead the development of Operations Centre strategies by undertaking needs assessments, performance reviews, capacity planning and cost-benefit analysis.	Evidence-based technology decisions and clearly defined operational standards that support productivity, service quality and organisational strategic objectives.
Serve as the Single Point of Contact and handle related responsibilities. Conduct borough-wide annual DPIAs for SCC certification, be responsible for data management including recordings, fault maintenance, and data release to third parties and manage RIPA requests and service agreements with the Police.	Full compliance with GDPR, data protection legislation, RIPA and relevant Codes of Practice is achieved, providing assurance. CCTV governance arrangements are robust, transparent and legally compliant, with clear specialist advice available across the Council and effective engagement with the Home Office. Evidential material is securely managed through a resilient 24/7 storage and retrieval system, ensuring integrity, and compliance with legal requirements. RIPA and non-RIPA activity is properly authorised, recorded and auditable, with accurate central registers maintained at all times.
Lead continuous professional and technical development by monitoring emerging operational trends and identifying opportunities to enhance and grow the service.	Professional and technical expertise remains current, enabling informed decision-making and the identification of sustainable growth and development opportunities for the Operations Centre.

Nature of Contacts

Frequent engagement with Heads of Service and senior representatives from public and private sector organisations, providing authoritative advice, guidance and support on complex and sensitive issues.

Works closely with senior managers, directors, members and equivalent-level external stakeholders, partners and providers to identify requirements, co-ordinate innovative solutions and shape Council-wide and partnership service delivery.

Foster and sustain strong working relationships with internal and external stakeholders, enabling effective partnership working and joint service delivery.

Demonstrates a consistently high level of tact, sensitivity and diplomacy when dealing with complex and sensitive matters.

Procedural Context

Manage highly complex / high risk issues within a framework of policy and regulatory guidelines.

Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take.

Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.

Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems.

Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council. Identify solutions to problems encountered in an effective and innovative way.

Occasionally the post will be expected to work from other locations.

Post holder will oversee and be accountable for making operational decisions.

You may be required to attend court as a professional witness.

DBS and Police checks will be carried out on all staff – the role is dependent on these being satisfactory.

The post holder will be added to an out of hours rota.

Key Facts and Figures

Enable others to understand changes and developments in relevant area and learn new processes / procedures.

Responsible for ensuring contractors / providers deliver to agreed standards.

Driving licence required

Resourcing

Budget Responsibilities:

- Operations Centre budget of circa £4m and individual project spends varying up to £1m in value.

Supervisory Responsibilities:

- Postholder will directly manage the Deputy CCTV Manager.
- The postholder will lead the operations centre CCTV team which is made up of 10 staff members.
- Will also oversee and manage consultants / suppliers.

Knowledge, Skills and Experience

Knowledge, Skills

- Ability to carry out borough-wide annual DPIAs to maintain the Biometric Surveillance Camera Commissioner's annual certification and ongoing compliance with the five-year independent inspection and certification process.
- To procure and award contracts associated with the service and to oversee and manage these contracts within Islington (and at remote stand alone sites) for all stakeholders in all directorates.
- Responsible for managing Metropolitan Police Service RIPA requests for the CCTV Control Room and borough assets, working with LBI investigators and ensuring appropriate service-level and information-sharing agreements are maintained.
- To be able to advise the council on new developments in technology and providing advice to council departments and contracted services, on CCTV installations, upgrades, DPIAs and CCTV requests.
- To be able to manage data including documentation, recordings, copies of recordings and fault maintenance, subject access processes and matters relating to the release of data to third parties.
- Lead the development of corporate and site-specific CCTV Codes of Practice and policy documentation, providing expert technical advice and ensuring CCTV projects are fully documented and compliant with legislative and regulatory requirements

Experience

- Experience in public space CCTV to successfully undertake the strategic role of Single Point of Contact (SPOC) for Waltham Forest as a relevant authority.
- Experience of budget, resource and contract management.
- Experience of working closely with other agencies, stakeholders and partners, including a range of Police teams, including those which may require confidentiality and/or security restricted activity.
- Experience in securing investment and resources to deliver large CCTV and operational centre management projects in a multi-functional service area.

Indicative qualifications

- Educated to degree level or equivalent standard
- To hold an appropriate qualification to operate public space surveillance cameras and be Security Industry Authority (SIA) registered.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.