

Role Title	CCTV Supervisor
Job Family	
Competency Level	All Colleagues
Pay Range / Scale	SO1
Purpose To provide support and provide specialist knowledge to the service area	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them.

	Positive feedback is received from stakeholders. Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
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
Proactive monitoring of CCTV to identify and effectively manage critical incidents, violent crime, ASB, Enviro-crime, and Safeguarding concerns.	Incidents in the borough are identified early or CCTV support to emergency services is provided proactively or in response to an incident.
Liaison with relevant partners across various services in the Council in relation to CCTV and projects.	Council services maintain a two-way conversation with the CCTV Ops Centre to ensure communications are robust and efficient for service delivery.
Support taskings and/or operations by Police and where required provide detailed reports.	Enables support to key partners and enables crime or ASB reducing activity in the borough to be supported for a successful outcome.
Management of staff to include (but not limited to) resource planning, staff training, and one to one's with the team.	Provides staff with support to enable their development, and wider welfare as well as monitoring progress, performance and objectives.
Ensure the service complies with relevant legislation, regulations, and policies at all times. Including compliance with data protection, health, and safety as well as managing any unsafe working practices.	Ensures a safe working environment where service activity is undertaken in compliance with relevant legislation.
Oversee the shift in terms of management of staff, service, and to ensure the smooth running of the Operations Centre, Borough checks, CCTV monitoring, incident management, and reporting.	The shift is well managed, with adequate oversight, taskings are undertaken and activity is recorded.

Nature of Contacts Key contacts are internal and external customers/stakeholders Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed. Deal with people at all levels confidently, sensitively and diplomatically.
Procedural Context Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others. Decisions will be made based on Council and legislative policies and procedures Responsible for meeting performance standards within a policy framework and regulatory guidelines. Occasionally the post will be expected to work from other locations
Key Facts and Figures - Standard satisfactory clearance from the Disclosure and Barring Service - SIA accreditation required.
Resourcing Budget Responsibilities: - There are no budget responsibilities with this role Supervisory Responsibilities: - The role will directly manage up to a maximum of 2 staff
Knowledge, Skills and Experience Knowledge - An understanding of the functions within a CCTV Operations Centre and/or other rapid response services. - Knowledge of relevant legislation relating to the enforcement sector.

- A good understanding of Regulation of Investigatory Powers Act 2000 (RIPA) and the Surveillance Camera code of practice. Be able to advice as necessary.
- Knowledge of managing data including documentation, recordings, copies of recordings and fault maintenance, subject access processes and matters relating to the release of data to third parties.

Skills, Experience

- Ability to efficiently use specialist equipment, such as the secure Airwave Radio system, CCTV, computers, etc.
- Excellent interpersonal skills, emotional intelligence, stakeholder engagement, and good verbal and written communications at all levels in high-pressure environments.
- Ability to work flexibly including shift allocations, teamworking (especially in times of crisis), organise workload, meet targets.
- Experience in working with a wide range of customers/stakeholders and partners to achieve outcomes. This includes providing briefings for occasionally complex situations in a clear and concise manner and drafting operational briefings.
- Experience in leading projects and working under time pressures to meet deadlines to support service development.
- Experience in managing a team and working in a high-pressure environment and supporting team members.
- Experience and ability to deliver high-quality training to a range of customers.

Indicative Qualifications

- Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.
- Relevant professional qualification
- SIA accreditation required.

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 which 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.