

Job Title Control Room Operator

Role Profile

Service: Community Safety / 24 Hour Control Room
Band: 4
Reporting to: CCTV Control Room Manager
Responsible for: No direct reports



TRAFFORD
COUNCIL

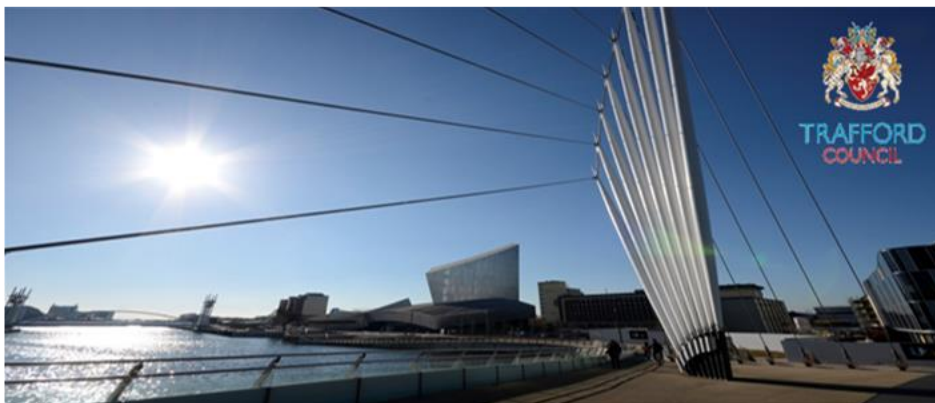
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Your Main Priorities

- Monitor the Alarm and CCTV systems and on activation of alarm or on witnessing incidents of an illegal or improper nature to determine, direct and co-ordinate an appropriate response in accordance with departmental policy and operating procedures and/or Service Level Agreements.
- Respond to emergency or any other telephone calls received in an appropriate manner and in accordance with departmental policy/procedures and/or Service Level Agreements.

Key duties

- Assist the Control Room Manager in the discharge of his/her responsibilities for the monitoring of Alarm & CCTV Systems and the Out of Hours Services.
- Respond to calls received on the Intruder alarm systems and to determine, direct and co-ordinate the appropriate response to each call ensuring that each call or incident is accurately summarised and recorded before the incident is closed down.
- Use the Police Airwaves radios in a competent manner to assist and direct GMP resources in relation to CCTV observations & Council resources.
- Ensure that computer records are created and updated in connection with calls, events witnessed, information received, or actions taken.
- Monitor CCTV cameras and to report, respond and record appropriately to any incidents of note, to identify, report and record any faults and when such faults are repaired or resolved.

- Operate the Council's Out of Hours Emergency Services calls handling system including for Social Care, Hospitals, Highways Services, and other Contractors.
- Act as the first point of contact via telephone, radio or email in the designated Control Room for all incidents requesting the support or activation of the Council's on call responders.
- To undertake such other duties appropriate to the post as may reasonably be required by the Employer in compliance with the Contract of Employment.
- To participate and deliver any future developments/services which may be operated from within the 24-hour control room.
- All these duties are to be undertaken in accordance with the Council's Code of Practice, departmental policies and procedures and the requirements of Service Level Agreements.

About You

Qualifications and Professional Development

- BTEC or equivalent in CCTV or willing to work toward
- A valid SIA licence is a legal requirement.

Experience and Knowledge

- 1-2 years' experience in a public facing role e.g., contact centre or face to face.
- Knowledge of General Data Protection Regulation & Data Protection Act (2018)
- Basic knowledge of the Human Rights Act (1998)
- Knowledge of the Freedom of Information Act (2000)

- Knowledge of the Regulation of Investigatory Powers Act (2000)

- Broad knowledge of council services
- Basic proficiency of working with Microsoft Office Suite, particularly Outlook, Word & Excel.
- Have an awareness of incident response and terminology under the civil Contingencies Act 2004.

Skills and abilities

- Ability to communicate clearly and concisely in a caring manner
- Ability to record details accurately onto the operating system
- Ability to organise and prioritise workloads often under emergency conditions
- Must be able to work constructively within a team
- Keyboard skills

Special Conditions

- Standard DBS check required as part of SIA license/qualification
- Flexibility required - Working as part of a rota system (this is a shift rota providing 24-hour working)
- The post is subject to enhanced vetting by GMP to non-police personnel standard for the purpose of operating the Police Airwave radio system
- The post holder must hold a current & valid CCTV Public Space Surveillance licence issued by the Security Industry Authority

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| Date prepared/revised | |
| Prepared/revised by | |
| Job Evaluation | |

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.