



CALNE TOWN COUNCIL

JOB PROFILE

Post No:	
Post Title:	CCTV Manager
Grade:	SCP
Responsible to:	Head of Business
Responsible for:	CCTV Volunteers
Days of Work (5)	Monday to Friday (flexible if required over weekends) 20 hours per week
Times of Work	(to be arranged according to operational needs)
Issue Date:	April 2019

OVERVIEW

Calne Town Council seeks to improve and enhance the Town of Calne in an environmentally sustainable manner, having regard to the identified needs and wishes of all sections of the community. It is the responsibility of each post holder to contribute to this ethos in the best way suited to their day to day responsibilities and duties.

Most visibly, Calne Town Council will act proactively to enable the community to involve themselves in cultural, artistic, sport and active recreation as part of an active and healthy lifestyle. This will involve initiating and maintaining significant creative partnerships with statutory and voluntary sector partners and colleagues as well as other relevant voluntary and statutory organisations.

PURPOSE OF THE JOB

The overall management of the CCTV Surveillance System will be the responsibility of the Director of Council Services and, with the day to day running under the control of the CCTV Manager. The Manager has delegated authority for data control on behalf of the 'Data Controller – Calne Town Council'. The role includes responsibility to:-

- 1) Maintain the day to day management of the System and volunteers.
- 2) Accept day to day responsibility for the System and for ensuring that the Code of Practice is complied with.
- 3) Maintain direct liaison with the owners of the System, (Calne Town Council).
- 4) Maintain direct liaison with operating partners, (Police & Local Authorities).

- 5) Ensure the provision and maintenance of all equipment forming part of the System in accordance with contractual arrangements which the Owner may from time to time enter into.
- 6) Maintain direct real-time communication links with all partnering organisations and businesses via the Police Airwave & Storenet Radio schemes.

1 ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Supervisory

- 1.1 Recruitment of CCTV Volunteer Operators, in co-operation with the local police, including vetting and interviewing.
- 1.2 Intensive initial training to all new volunteers including an outline of Data Protection & Human Rights Act.
- 1.3 To undertake day to day supervision of the CCTV Volunteer staff under the direction of the Head of Business.
- 1.4 To produce and keep up to date CCTV equipment training guides.
- 1.5 To carry out annual reviews for the CCTV Volunteer Operators under the direction of the Head of Business
- 1.6 Identify any additional training needs for the CCTV Volunteer Operators staff and arrange such training sessions as are necessary.
- 1.7 Audit CCTV footage to enhance and encourage accurate monitoring. Feedback achievements.

2. Administrative

- 2.1 Maintain Control Room infrastructure, including all procedural documents, digital recording and working practices.
- 2.2 Maintain efficient, simple and effective Control Room procedures through liaison with neighbouring CCTV operations i.e. Devizes & Royal Wootton Bassett.
- 2.3 Maintain an accurate record of volunteers, their availability, contact addresses and telephone / contact numbers.
- 2.4 Review, download and print digital images upon lawful Police request. Update Shopwatch and Pubwatch files monthly. Dispose of all personal data securely after 28 days.
- 2.5 Programme CCTV cameras to meet operational needs.
- 2.6 In response to Police request, undertake feasibility study and deploy portable camera as appropriate, and maintain records.
- 2.6 Programme, issue and monitor door access cards for members for staff & volunteers.

2.7 Ensure TEA2 & Storenet licenses are current; monitor and apply for amendments as necessary.

3. Operational

3.1 Organise and publish an effective duty rota and ensure that regular radio checks are actioned. Promote Storenet to new retail outlets.

3.2 Ensure that procedures are in place for the effective and sequential monitoring / control of all the cameras and achieve the maximum possible visual monitoring of all screens for the purpose of detecting incidents.

3.3 Establish and practice effectively and timely response to incidents where appropriate, and in conjunction with the Police and other agencies and ensure compliance with the Calne Town Council Code of Practice.

3.4 Respond to Subject Access Requests under the Data Protection Act and request in relation to the Freedom of Information Act.

3.5 Create and oversee an Incident Log, renewing it as and when necessary.

3.6 Ensure that visitors to the Control Room are properly controlled and that a Visitor's Book Log is maintained, renewing it as and when necessary.

3.7 Liaise directly with maintenance contract to ensure functionality of equipment.

3.8 Ensure that all operators are continuously updated and new operators trained, and pursue a constant recruitment drive in order that the system is always manned to the best possible capacity.

3.9 Attend Calne Community Safety Forum meetings bi-monthly.

4. OTHER DUTIES AND RESPONSIBILITIES

4.1 Attend court as a witness for the police or other persons in bringing about a prosecution.

4.2 The post holder has personal responsibility his / her own safety, as well as that of other members of staff, and the general public, in accordance with the Health & Safety at Work Act 1974.

4.3 Ensure that the confidentiality of volunteers, the control room procedures and recordings are respected.

4.4 Assist and supervise the volunteer CCTV operators in their duties, and by reference to log books and other means, ensure that these are carried out in an effective manner.

4.5 Apart from the duties summarised in your job description, we retain the right to include other reasonable duties which are part of, and incidental to the work of the Town Council.

5. SUPERVISORY RESPONSIBILITIES

- 5.1 Supervise the day-to-day duties of a team of CCTV Volunteer Operators ensuring CCTV monitoring is delivered efficiently and effectively with consistency in priority areas of work.
- 5.2 Provide mobile phone support to the volunteers and police as agreed by postholder and line management.

6. FINANCIAL RESPONSIBILITIES

Financial Rules and Procedures

The Council's rules and procedures for all financial activities are set out in the Council's Constitution within Contract Standing Orders and Financial Standing Orders.

Copies of these documents are available from the Finance Officer.

All employees who carry out any financial activities must ensure that they are familiar with, and comply with at all times, the Council's financial rules and procedures.

7. RISK MANAGEMENT & BUSINESS CONTINUITY

Play an active role in identifying, managing and controlling risks relating to the business activities of the Town Council.

8. EQUAL OPPORTUNITIES AND DIVERSITY

Demonstrate awareness and understanding of, and commitment to, Equal Opportunities and Diversity, showing respect, consideration and sensitivity to people's needs and ensuring that the Council's policies are adhered to and demonstrated in all contact with customers, colleagues, other agencies and stakeholders.

9. EXTENT OF PUBLIC CONTACT

As directed by line management, the post holder will liaise with internal council officers and members as well as external agencies, businesses and partnering organisations.

10. WORKING CONDITIONS AND ENVIRONMENT

Based at the Information Centre, Bank House, Calne SN11 0EN, in the CCTV Control Room. Occasionally working alone in the building.

11. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:	
Manager	Date
Post holder	Date

PERSON SPECIFICATION

Post: CCTV Manager

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Able to communicate clearly using all forms of communication in particular to be proficient in the use of the Police Airwave and Stornet Radio systems.	E	I
To be familiar with legislation relevant to CCTV in public spaces ie RIPA, Data Protection, Freedom of Information etc	E	I
To be aware of 'Police Speak', phonetic alphabet and police area codes.	E	I
Proven organisational skills and ability to prioritise own and staff's workloads.	E	I
Proven experience of recruiting, training and supervising volunteers	E	A/I
Up to date ICT skills inc Windows, Word, Excel and the Internet	E	I
Able to work a flexible rota to include regular weekends, evenings, bank and other public holidays	E	I
Able to work in an organised manner, as a team member or alone and unsupervised.	E	I
Able to deal with all ages / types of people, politely tactfully and quickly establish a rapport	E	I
A good level of local knowledge and an understanding of local community safety related issues.	D	I
Able to delegate, organise and monitor daily workloads.	D	I
Willing to be trained and undertake vocational training as required.	D	I
An awareness of and commitment to Equal Opportunities principles.	E	I

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D