



PAY & GRADING - JOB SPECIFICATION TEMPLATE

This Job Specification sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge, skills, delivery and working arrangements relevant to this role. Please ensure that this is read and in conjunction with the given family role for the post.

Profile Owner:

POLICE STAFF

ROLE SPECIFIC INFORMATION	
Job Title:	Force Control Room CCTV Operator
Generic Role Profile:	Operational
Salary Band:	Grade 4
Operational / Non Operational Role	Operational
Vetting Level:	RV / CTC
Reporting to:	Contact Centre Manager
Specific Role Purpose:	The Force Control Room CCTV Operator provides a proactive surveillance and intelligence capability, using CCTV and ANPR systems to identify, monitor and assess incidents, emerging risks and offending. The role supports the effective deployment of police resources by providing timely and accurate information, live commentary and updates to officers and partner agencies, while creating and maintaining accurate incident logs. The postholder is responsible for the secure review, retrieval and production of CCTV evidence, maintaining appropriate audit trails and ensuring all activity complies with relevant legislation, policy and information management requirements. The role requires sound judgement, attention to detail and the ability to remain calm and focused when managing multiple incidents and competing demands.
Key Responsibilities:	• To operate and proactively monitor ANPR and CCTV incidents, to aid investigation of offences. • To be able to identify and manage risk when assessing CCTV and ANPR reports to enable the safe and effective allocation of appropriate police resources. • To respond to radio links with Police officers, Partners and other agencies • Create, update and disseminate accurate incident logs using Controlworks, ensuring the inclusion of all relevant information and

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	intelligence. • To operate and monitor the overt surveillance camera system, selecting the direction and focus to best view and record incidents taking place • Review/Download and exhibit CCTV • Keep an up to date audit trail of CCTV downloads • CCTV evidence production. • Attend Court as a witness if required • Using CCTV, provide any necessary live time commentary to resources. • Ensure compliance with statutory requirements in relation to the management of information including the Data Protection Act 2018, the Freedom of Information Act 2000 and the Guidance on the Management of Police Information (MOPI), as appropriate. • Maintain strong and effective stakeholder relationships both internal and external • Ensure any faults with equipment are actioned promptly. • Ensure that self-briefing takes place to understand current priorities. • Utilise all necessary computer systems for the role. • To use professional judgement on all calls for service; identify and manage risk and utilise THRIVE+. • Work as part of a team, adhering to Force Values and the Code of Ethics. • Work at sites across the force where operational need dictates.
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SPECIFIC COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE	
Knowledge & Experience <i>This section should detail the requirement of previous experiences and knowledge gained from academic qualifications if appropriate. e.g. significant experience of administrative duties, degree level educated.</i>	
Essential:	• Computer literate • Accurate verbal and written language skills • Able to priorities and multi-task under pressure, whilst maintaining quality and managing threat, harm and risk • Proven Decision Maker
Desirable:	• Experience of working within a policing, security, control room, CCTV or other operational environment. • Knowledge and understanding of CCTV, ANPR and other surveillance systems, including the identification and retrieval of relevant footage or information. • An understanding of policing processes, incident management and the deployment of resources. • Knowledge of data protection, information security, evidential requirements and relevant legislation/policies relating to CCTV and information sharing. • Experience of monitoring multiple sources of information, identifying risks or emerging incidents, and making sound decisions under pressure.

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Skills <i>This section should detail the competency requirement which could be developed through non formal training. e.g. effective time management, influencing and negotiating, effective communication including written and verbal.</i> <i>Refer to skills database for core operational skills</i>	
Essential:	• Commitment to delivering a high quality of service. • Proven decision maker • Effective communication skills • Ability to work under pressure and prioritise workload, with minimal supervision. • Flexible open-minded approach with an ability to prioritise and adapt to changing demands. • Competent in using Microsoft computer systems • Ability to transcribe and accurately record information in a timely manner. • Be able to maintain effective working relationships with Internal and external partners. • Demonstrate high levels of professionalism in line with the Code of Ethics. Knowledge and understanding of Regulation of Investigatory Powers Act (2000)(RIPA)
Desirable:	• Controlworks – PNC – Cleartone BOF & NAS trained • Knowledge of THRIVE+ and National Decision Model. • Experience of CCTV operation within public space or similar environment. • Experience of using Force Intelligence systems • SIA Licence Holder – Public Place Surveillance

Hours of Work and Flexibility:	Post holders will be required to work a shift pattern, which may include rotating/alternating shift patterns and include weekend working and Public Holidays. Post Holders will have a nominated base location of work, but may be required to work at different locations across the force area. All other terms and conditions will be in line with the Police Staff Council Handbook and post holders Contract of Employment.
Agile Work Style: (if applicable)	‘Hot Desk’

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Level:	
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