

Job Description

Job Title	Control Room Monitoring Officer
Directorate	Neighbourhoods and Housing
Service Area	City Watch
Grade	5
Competency Level	1
Salary	£31,022 – £35,412
Job Type	Office Based
Location	Georges Dock Building
Disclosure and Barring Service (DBS)	Basic DBS check and vetted to BS7858 and Non-Police Personnel Vetting Level 2
Job Evaluation Ref No	

Job Purpose

Provide monitoring and security services using a range of equipment, systems. Receive and communicate information accurately and effectively to ensure the deployment of resources and the protection of assets.

Maintain accurate records and protect audit trails for evidence. Represent the council and its values and visions through positive interactions with partners and customers to help the service contribute towards the City Plan.

Directly Responsible For:

Not applicable

Directly Responsible To:

CCTV Control Room Manager

Main Areas of Responsibility:

- To provide monitoring services within a fast-moving control room environment
- To work to Standard Operating Procedures either as a team as a lone worker as dictated by the needs of the service and in compliance with corporate risk assessments
- To perform their duties on a 24-hour, 7 day a week shift basis with the necessity of flexible approach to the requirements of duty 365 days a year including all Bank Holidays
- To operate alarm monitoring, radio, telephone and electronic communications, lone worker and CCTV systems to deliver key objectives and support internal and external partners
- To understand the relationship between the City Watch departments and develop excellent network relationships to ensure effective communication, safe working practices and the delivery of key service objectives
- To attend court as a witness in relation to work
- To operate ICT, Radio and especially CCTV equipment in line with underpinning legislation – DPA, GDPR, RIPA, SOPs and other internal and external standards to maintain public safety and reassurance and deliver against key service objectives
- To support all crime prevention initiatives delivered by the service
- to remain calm under pressure and deliver excellent service in-line with guiding principles and standard operating procedures

- Maintain a good working knowledge of the geography of Liverpool, its parks and open spaces, the transport network and the vicinity of cameras
- To provide an effective and prompt response to incidents in line with performance targets and customer specifications
- To provide accurate and timely information allowing internal and external partners to deploy to incidents within specific timescales, and management to compile reports
- To maintain your personal knowledge of procedures and legislation to ensure compliance with current protocols and to notify management of any perceived issues or gaps in knowledge
- To work alongside external and internal partners and agencies to help deliver key business and council objectives
- To maintain accurate records using electronic logging methods, provide feedback and information to the management team when required, prepare statements for court and provide evidence on behalf of the service
- To support the City Watch Management Team in delivering and maintaining key services
- To use a range of systems to maintain account and customer information, deal with low-level queries and complaints and to signpost where necessary
- To liaise with relevant helpdesk and support teams to ensure the continuity of service and systems
- To ensure the integrity and security of the systems and service using technology and the application of procedure and legislation
- To provide remote security checks of locations as preventative security measures and response to incidents
- To monitor static guarding locations in line with site specifications and service procedures
- To undertake any duties that are commensurate with their grade
- To adhere to City Council procedures and policies in relation to equality and Health & Safety

- To fully support the Council's commitments to equal opportunities, and to work towards the Council's CORE objectives
- A commitment to ensure continued learning and development, engaging in work related training activities and participate in all formal and informal training that is deemed necessary for the role
- To develop core skills and work alongside partner agencies to help deliver key objectives
- This job description is not intended to be either prescriptive or exhaustive, it is issued as a framework to outline the main areas of responsibility at the time of writing
- This role is a uniformed, priority-one service operating in a multi-disciplined environment
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Supervision and Management Responsibility:

- No supervisory or line management responsibilities

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The post holder will sit at a desk and use a display screen equipment for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 1**.

[The competency framework can be found here.](#)

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Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Formal qualification in relevant field, such as NVQ level 2, or equivalent relevant experience (A)
- It is expected that the postholder will either be pre-licensed through the SIA or be willing to work towards obtaining a license in CCTV operation (A/I)

Desirable

- Completion of recognised training courses relevant to the Security Industry and the role

Experience

Essential

- Experience of working within a busy environment, such as a control room or similar, with extensive customer focus and the passage of information to assist in the deployment of resources (A/I)
- Experience of using a range of systems and IT to deliver security services, such as CCTV systems, radio comms, alarm monitoring packages and applications such as Microsoft Office to produce accurate logs and report information, send emails and maintain customer accounts (A/I/T)

- Experience of working with internal and external partners to deliver joint aims and objectives within rigid deadlines and sometimes conflicting demand (A/I)
- Experience of working within a highly regulated, compliance framework and a working knowledge of areas such as the Data Protection Act in relation to security settings (A/I/T)

Skills/Abilities

Essential

- Ability to work under own initiative and prioritise work within a busy control room environment (A/I)
- Ability to work a structured flexible shift pattern in order to provide 24-hour response to security matters, 365 days a year, citywide, and demonstrate a flexible approach to the role (A/I)
- Able to translate visual information in to clear and concise verbal reports in order to deploy staff or to ensure the correct response to an incident in a timely and accurate manner (A/I)

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A commitment to the Council's performance and appraisal procedure, including a willingness to undertake training where it is pertinent to the role or mandated by the Council

Other

Essential

- The post will be subject to background checks such as DBS/vetting to BS7858/NPPV Level 2 standard

