

## **Job Profile (template)**

**Job Title: CCTV Control Room Operations Manager**

**Job Grade: Level 4 Zone 2**

**Salary Range: £41,952 - £48,663**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

This role manages the operational systems of the CCTV control room on a day-to-day basis, ensuring the information and data resources of the CCTV control room meet the needs of customers and stakeholders. To develop operational procedures, lead on the CCTV response to critical incidents and to task and supervise CCTV operators as required. The CCTV service is committed to keeping residents, visitors and staff in Camden safe to thrive and lead their lives. This role is essential to that by delivering an excellent customer service with a focus on continuous improvement of the CCTV service.

### **About the role**

To deliver on the development and drafting of operational procedures for the CCTV control room ensuring that systematic, timely and effective monitoring of cameras, reviewing of footage and retrieval of data takes place. To manage the work of CCTV Shift Leaders and CCTV Operators, providing daily tasking of all operational staff within the CCTV control room, delivering or facilitating training where required. To protect council data from unauthorised breaches and authorise and supervise the access to any data obtained by the CCTV systems for all partners - including Police, Solicitors and council departments. Managing the use, integrity and supervision of the council's CCTV viewing suite. Ensure that accurate systems and procedures are in place to facilitate the reporting of camera and system faults and the raising of repairs in a timely fashion.

To manage and have responsibility that all legislation relating to the operation and use of CCTV is complied with, this includes the Data Protection Act, GDPR, The Human Rights Act, Regulation of Investigation Powers Act, Freedom of Information Act plus all Surveillance Commissioners Guidelines, CCTV Policy and Code of Practice. Conduct regular audits and checks. To work in partnership with the Police, Community Safety and Landlord Services to ensure that high risk areas are communicated to the control room, properly monitored and any relevant evidence is passed in accordance with all legislation and policies. Lead the CCTV team and manage all day-to-day matters such as standards of dress, discipline, sickness and conduct are met and adhered to. To ensure all council policies and procedures are followed to ensure a safe, inclusive and healthy working environment. Lead, organise and manage the on-going training, regulatory licensing and

performance matrix for the CCTV team. Including managing all new CCTV Operators are fully trained and inducted to the site procedures and policies including CCTV processes, access control systems, deliveries, fire alarms and intruder alarms.

## **About you**

### **Person Specification**

- The CCTV Manager needs to be a team player with an enthusiastic attitude.
- Flexible Approach to work and ability to regularly work outside of core office hours to suit the operational business needs.
- Excellent communication skills are required both written and verbal.
- It is essential that the Manager has an SIA CCTV License and CCTV control room experience.
- Comprehensive working knowledge of Microsoft Office, Outlook, Excel and Word.

### **Work Environment:**

This role is an office based, business critical operational position. It does not have the opportunity for routine working from home.

### **People Management Responsibilities:**

This position manages 4 CCTV Shift Leaders and 8 CCTV Operators in a 24 hour, 365 day operational control room.

### **Relationships:**

On a day-to-day basis the role will interact with a broad range of external and internal partners including Police, Solicitors, Insurance Companies, Community Safety department, councillors and housing managers.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,

### **Note:**

This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.