

## Job Capsule

**Job Title: CCTV Shift Leader**

**Job Grade: L2 Z1**

**Salary Range: £27,058 - £29,174**

### **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.

### **About the role**

To support and lead on the delivery of all CCTV service requirements. Undertake the lead on operating all equipment and cameras to comply with the CCTV Code of Practice, on a 4 on 4 off shift pattern, 365 days a year, including weekends and bank holidays. To effectively monitor CCTV in line with Council priorities and to take any immediate action and notification as appropriate to events seen. Record all information with attention to detail and provide excellent customer service to all end users. Manage the day-to-day admin tasks of a small team of CCTV Operators reporting to the operational CCTV Manager.

### **About you:**

#### **Technical Knowledge and Experience:**

- Current in date SIA CCTV licence
- DBS Check
- Police NPPV1 vetting check
- Experience of radio techniques
- Customer Services training / experience

#### **Person Specification**

- It is a requirement of this role that you continue to qualify for a SIA CCTV license, maintain a current DBS check and pass an enhanced NPPV1(Police vetting)
- The CCTV Shift leader needs to be a team player with an enthusiastic attitude.
- Flexible Approach to work, able to prioritise and respond to the changing operational business needs.
- Excellent communication skills are required both written and verbal with an emphasis on Customer Service.
- Able to systematically quality check work of the team, data entry quality and lead a small team.
- Able to identify areas for improvement in service and have a solution driven mindset.
- Good working knowledge of Microsoft Office, Outlook, Excel and Word.

**Duties and Responsibilities:**

- To undertake the operation of all equipment and cameras to comply with the CCTV Code of Practice.
- To effectively monitor and patrol via view screens and to take any remedial or immediate action and notification as appropriate to events seen.
- To produce and maintain continuity of all detailed records or evidential material required in a clear, concise, legible accurate format. This includes any Written /Electronic management records and other documentation in accordance with the Councils systems and procedures.
- To inspect quality of all data entry logs and report incomplete entries to team for rectification.
- To communicate and lead the shift team. Assist between other departments, external agencies and the public in a professional and courteous manner.
- Responsibility for training staff in-line with CCTV training syllabus set out by manager.
- To carry out such other duties as the CCTV Services Manager / Contract Manager may properly require from time to time in accordance with the grading of the post.

**Work Environment:**

Office based, council owned CCTV control room

**People Management Responsibilities:**

None

**Relationships:**

- Daily interaction with Police and other emergency services
- Multiple internal council departments, solicitors, local businesses, residents and resident associations.

**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**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

**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.

