

# ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

## Job Accountabilities

<b>Job Title:</b> Control Room Operator	<b>Job number:</b> PES008
<b>Directorate:</b> Places	<b>Service Area:</b> Community Protection & Enforcement Services

### JOB PURPOSE

Working within defined procedures to deliver efficient 24/7 Control Room services and associated equipment, which include monitoring and operating the CCTV system(s), radio system(s), help points and bollards.

Providing support for the out of hours service, emergency planning response, site security and associated administrative requirements.

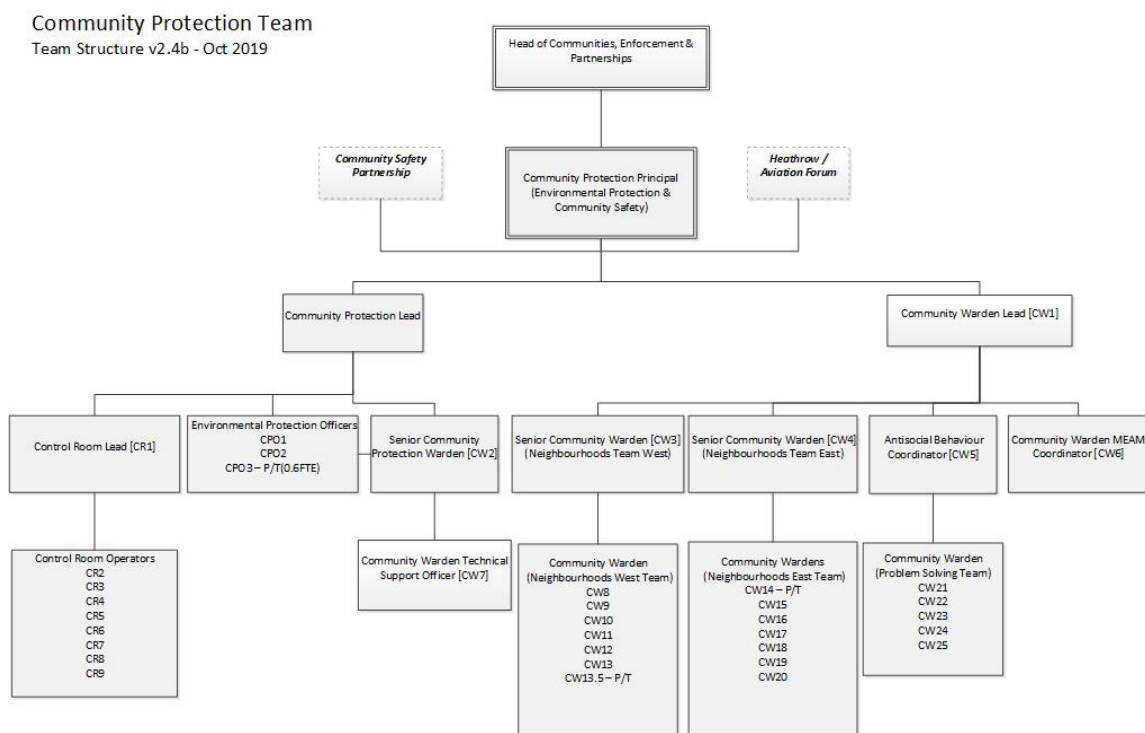
Ensuring compliance with statutory duties, legislation and best practice guidelines.

Working with external and internal stakeholders to gather intelligence and provide information and evidence from these systems in accordance with the Council's 'Code of Practice' and Procedures Manual.

Maintain the Emergency Operations Centre and respond to any emergency in accordance with procedures.

Dealing with Officers from all Directorates, in person, by telephone and by radio. Contact with members of the public by telephone and police officers personally, by radio and by telephone. Contact both personally and by telephone with Members of the Council, also with officers and members from other local authorities, participants in Community Radio schemes and visitors to the Control Room from various organisations.

### POSITION WITHIN SERVICE STRUCTURE



### JOB ACCOUNTABILITIES

**Service delivery – the accountabilities for this role are linked to the following council strategic objectives:**

**Out of Hours:**

1. Operate the Councils 'Out of Hours' service. Liaise with the public and police and allocate jobs to standby personnel.
2. Maintain all records pertaining to the 'Out of Hours' service. Ensure all records relating to jobs are correctly completed and passed to relevant departments by the start of the next working day.
3. Maintain the Out of Hours database to a high standard.

**CCTV, Community Radio & Operations Radio Systems:**

1. Operate the system(s) in accordance with legislation, statutory duties, Codes of Practice, Procedures Manuals and ad hoc briefs.
2. Accurately maintain all records and logs required for audit purposes.
3. Ensure the integrity and security of all images including those used for recording purpose and those retained for the police for evidential purposes.
4. Proactively report incidents viewed on CCTV to the Police or other appropriate agency and complete Incident Reports.
5. Provide working copies of incidents for the police or other authorised persons as requested and accurately maintain the appropriate records.
6. Make statements to the police relating to criminal activity involving CCTV or Community Radio.
7. Attend Court to give evidence as required.
8. Report CCTV faults to the relevant contractor in a timely manner.
9. Be fully conversant with all systems and software necessary to fulfil the role.
10. Complete daily checks and full shift handovers as per Code of Practice & Procedures Manual.
11. Monitor community radio and take appropriate action in response to information passed on the radio.
12. Monitor the operations radio in support of lone workers and during major events.
13. Ensure that all occurrences and incidents within the Control Room, relating to equipment faults and repair, producing working copies, stills or witnessing incidents seen on CCTV or heard on Community Radio are recorded in the Daily Log.

**Emergency Operations:**

1. Monitor Flood Warning Telemetry Computer System and take appropriate action as and when required.
2. Monitor & respond to external alerts & warnings linked to the Control Room.
3. Maintain & support the Emergency Operation Centre as and when required, in accordance with the Councils Emergency Plan. Update contact telephone numbers as and when required.
4. Test fire alarm on a weekly basis and report fire or fire alarm to the Fire Service. Undertake role of Council Fire Officer at muster point and ascertain if any persons are missing, liaise with Fire Service on their arrival. Authorise re-entry to the premises after 'all clear' from Senior Fire Officer present.

**General Duties:**

1. Ensure security of Control Room by maintaining strict control of persons requiring access. Ensure all visitors' details are entered in the Visitors Log.
2. Maintain security and issue of keys held in the Control Room for the Building Services Unit and complete log when required.
3. Maintain security of building including setting burglar alarm, checking building and securing main gates to the depot.
4. Undertake routine cleaning of Control Room.
5. Ensure that the Control Room Lead is kept fully acquainted with problems or incidents that have taken place during his absence.
6. Undertake additional shifts, as and when required.
7. Undertake procedures for non-CCTV activities within the Control Room.
8. To participate in service improvement and cost saving initiatives.
9. As and when required, monitor the CCTV system from the Police Command Suite under Police control.
10. To undertake specific projects on behalf of the Control Room Lead.

**Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook; these include:**

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team

- Risk management including Health & Safety
- Equality of Opportunity
- CREATE- our corporate behaviours
- Budget management
- Specific responsibilities for those working in services for children or adults
- Specific responsibilities for managers

## Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	Educated to GCSE level or equivalent	Public Space Surveillance CCTV Licence	Application Form/ Interview
Job Competence summary (knowledge, skills, abilities, experience)	<p>Able to concentrate for long periods.</p> <p>Able to observe and memorise details and provide accurate and detailed statements.</p> <p>Able to cope with stressful situations</p> <p>Good descriptive skills</p> <p>Methodical and logical approach to work and ability to follow procedures.</p> <p>Awareness of public safety issues.</p> <p>Able to present evidence in court.</p> <p>Good communication skills.</p> <p>Ability to think laterally and perform in a multitask environment.</p> <p>Possess basic computer skills.</p>	Experience of an operations environment.	Application Form/ Interview.
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	<p>Is approachable and helpful when dealing with customers.</p> <p>Acts with honesty, integrity and discretion. Takes ownership for and resolving customer queries.</p> <p>Displays drive and energy to achieve results.</p> <p>Plans their workload.</p> <p>Contributes to effective teamwork.</p> <p>Understands and supports others.</p> <p>Deals and copes with change.</p>		Application Form/ Interview.

	<p>Recognises and manages pressure.</p> <p>Willingness to work unsocial hours including weekends, evenings and Bank Holidays.</p> <p>Demonstrate suitable motivation for this type of work.</p> <p>Good record of attendance and punctuality.</p> <p>Checkable work history.</p> <p>Verifiable good character via Disclosure and Barring Service check and Thames Valley Police Non-Police Personal Vetting Clearance.</p> <p>Willing to be trained to obtain a Security Industry Authority (SIA) licence (or have already done so).</p> <p>Good eyesight both reading and at a distance.</p> <p>Satisfactory hearing.</p>		
<p>Politically restricted post</p> <p>No</p>			
<p>This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.</p>	<p>The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.</p>		<p>The competent answering of interview questions in English.</p>