

# Job Description

<b>Job Title:</b>	CCTV Operator		
<b>School/Service:</b>	Student Services - Security		
<b>Grade:</b>	Grade C - £17,408 - £18,688 uplifted to 42 hours - plus allowances for working outside the standard working range		
<b>Responsible to:</b>	Security Supervisor & Leading Security Officer		
<b>Job Purpose:</b> To effectively monitor the University's CCTV system to detect and prevent all aspects of crime and disorder. To collect and preserve evidence gathered by such means in line with the Data Protection Act and the University's Code of Practice and Operating instructions and to assist the security team in ensuring that the campus remains a safe and secure environment.			
<b>Main Duties and Responsibilities:</b>			
1. To proactively and reactively operate the CCTV equipment to observe and record incidents, spot unusual behaviour, assess risk, monitor incidents, incident response, and community welfare			
2. To receive, relay and record information accurately within the terms of the relevant legislation, Data Protection, Human Rights, and the University's CCTV Code of Practice.			
3. To clearly advise the Security Supervisor and members of the team of all events to enable the supervisor to assess the situation, prioritise resources to maximum effect and ensure customer satisfaction.			
4. To control the University's radio system, carry out welfare checks, administer requests, relay, record and provide appropriate information and direct colleagues as required			
5. To observe and fulfil all responsibilities in respect of Health & Safety legislation and the Data Protection Act and to work within the Security's written operational procedures, guidance, risk assessments and CCTV Code of Practice			
6. To take an active role in crime prevention initiatives to enhance the security of the campus, its staff, students and visitors			
7. To work as a member of the team, undertake training and provide a flexible approach to tasks			
8. To report any issues, faults, of suspected breaches to the line manager			
9. To ensure that all activity ultimately contributes to internal and external customer satisfaction, maintaining professional standards across all aspects of the role			
10. To undertake any other reasonable duties, commensurate with the grade, as requested			
<b>Signed:</b>	Janet Maiden		<b>Date:</b> September 2018

# Person Specification

<b>Job Title:</b>	CCTV Operator		
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<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>	<b>Measured By</b>
<b>Work Experience</b>	Experience of working in a customer focused environment	Experience of security operations or working within a security environment	Application form/ Interview
	Experience of meticulous record keeping	Experience of working within a University	Application form/ Interview
	Experience of using IT equipment	Experience of using CCTV equipment	Application form/ Interview
	Experience of working within a team	Knowledge of working within a culturally diverse environment	Application form/ Interview
	Knowledge of Legislation, e.g. Health & Safety, Data protection, Human Rights etc	Experience of using radio communications	Application form/ Interview
<b>Education/ Qualifications</b>	English and Maths GCSE or equivalent	Training relevant to CCTV operations	Application form/ Interview
	Holder of valid First Aid Certificate (or show commitment to obtain such)	Holder of valid SIA security licence	Application form/interview
		Driving licence (with no more than 3 penalty points and no unspent record of disqualification)	Application form/interview
<b>Skills/ Abilities</b>	Ability to write clear, accurate, legible and timed records of events which may be used in evidence	Awareness of various ways of dealing with unusual situations and the impact of different methods may have on the outcome	Application form/interview
	Effective communicator with clear speech	Ability to verbally diffuse irate situations	Application form/interview
	Good eyesight and colour vision with good hand-eye co-ordination	Administrative experience	Application form/interview
	Good observation skills with high levels of concentration		Application form/interview
	Good self-motivation and ability to work on own initiative yet work as a member of a team		Application form/interview

	Ability to learn and be adaptable to changes in procedures and technology		Application form/interview
	Ability to maintain confidentiality		Application form/interview
	Keen attention to detail and methodical		Application form/interview
	Ability to work under pressure or in stressful situations and remain calm		Application form/interview
	Clear thinking and ability to judge situations		Application form/interview
	Ability to prioritise		Application form/interview
	Ability to empathise with others concerns		Application form/interview
	Ability to meticulously follow written and verbal procedures		Application form/interview
	Ability to form an effective working relationship with young adults in a customer-focused environment		Application form/interview
<b>Other</b>	Flexible approach to duties undertaken	Demonstrated commitment to personal development	Application form/ Interview
	To wear uniform as provided and be of smart appearance at all times	Awareness of quality and environmental issues	Application form/ Interview
	Physically fit and healthy and willing to undertake OH surveillance in compliance with Legislation,	Interest in service improvement	Application form/interview
	An understanding of and demonstrable commitment to the University's Values of Common Sense, Compassion, Teamwork, Attention to Detail, and Trust as a framework for decisions, actions and behaviours.		
<b>Compiled by:</b>	Janet Maiden	<b>Date:</b>	September 2018