**Job Description**

**CCTV Operator and Concierge**

**Level: 3**

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| **Responsible To:** | **Responsible For:** |
| Senior CCTV Operator | NA |

**About the job:**

You’ll support the operation of the Council’s CCTV network and Town Centre Radio system working with Community Safety partners, both internal and external. You’ll be part of a team that provides a safe, vibrant and economically positive town centre.

A green and black table with numbers and a few days of the week

Description automatically generated

**Role:**

To monitor and record activity on the CCTV system in conjunction with the police and Town Centre radio links and to initiate police response to incidents.

To monitor activity across the boroughwide and expanding network of CCTV (inc ANPR) cameras through the operation of a camera control.

To operate and respond to the two-way Town Centre and Police radio links in conjunction with scheme members and Police.

To work with internal and external partners such as the Town Centre Ambassadors, Community Safety Teams, Police and other agencies to provide a safe environment to live, work and visit by the use of the CCTV and radio network.

To alert Police duty staff to incidents requiring their attention.

To maintain a secure system of using, storing, booking out, tracing and auditing digitally recorded information.

To ensure that the Council’s Code of Practice for the use of CCTV is observed at all times.

Provide a concierge service to the managed office premises building, covering reception and assisting tenants and visitors where required between 5pm and 8am.

Arranging room set ups and refreshing the onsite meeting and training rooms at the managed office premises such as moving furniture and tables in meeting and training rooms, putting out refreshments and more.

To conduct regular internal walk arounds in the building between the hours of 5pm and 8am, to lock down the building when all tenants have vacated and keep the building secure at all times.

Cleaning duties where necessary such as; wiping tables, loading and unloading the dishwasher, spot vacuuming where required.

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.

**What the successful candidate will have:**

**Qualifications**

* Security industry /CCTV qualification (Desirable)
* A good standard of numeracy and literacy demonstrated through either qualification or previous experience

**Experience**

* Radio dispatch experience

**Knowledge**

* A general knowledge of locations around Chorley Borough and surrounding locations

**Skills & Abilities**

* Good manual, visual and communication skills required to operate a keyboard, monitor TV screens and co-ordinate communications via two-way radio.
* Ability to work under pressure in gathering and interpretation of information.
* Ability to remain professional at all times
* Ability to deal with sensitive and confidential matters and follow/enforce policies and procedures
* Ability to work under pressure, flexibly and as part of a team
* Excellent communication skills both verbally and written
* Excellent IT skills and ability to learn new systems
* Work across teams in a positive and constructive manner to achieve results
* Excellent planning and organisation skills

**Our Values & Behaviours**

**Customer Focused** - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking** - We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.