

Job Description



Job Title: Control Centre Monitoring Officer	Service Area: Enforcement & Safety	
Directorate: Strategic Commissioning	Post Number:	Evaluation Number:
Grade: Scale 6	Date last updated: 14 th June 2016	

Overall Purpose of Job

1. The post holder will provide technical and logistical support to frontline operational officers. This will include direct contact via radio and phone, viewing information or evidential video, preparing downloads and updating logs.
2. The post holder will undertake live, information, intelligence and data checks on behalf of council enforcement officers, police and police community support officers and other council staff or partners. This includes creating and updating operational information using Uniform, Mayrise and Northgate.
3. To monitor and operate CCTV cameras in line with the CCTV Code of Practice and control room procedures.
4. To be the first point of contact in respect of telephone calls to the council outside of normal office hours and to take the necessary follow on action.
5. In the absence of security staff to undertake control room security and reception duties.
6. The post holder will be required to work a dedicated shift pattern of either days or lates and will be required to work three weekends out of four and public holidays.

Job Context

1. The post holder reports to the Control Centre Team Leader or Night Supervisor
2. The post holder does not have any line management responsibilities.

3. The post holder will normally be based in the Folkestone Road CCTV Control Room but may be required to work at other council or partnership locations in the borough.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. The post holder will undertake duties providing technical and logistical support to frontline operational officers. This will include direct contact via radio and phone.
2. To monitor and operate the service's and or police radio system responding to calls, assigning officers to tasks as directed.
3. To maintain high standards of service delivery to residents, businesses and others, delivering timely and professional responses, updates and communications.
4. To ensure all phone calls are answered promptly, providing an excellent service to external and internal customers.
5. To organise workload, time and performance effectively or as required by any manager or supervisor, in order to meet service requirements.
6. To operate, monitor and prioritise all CCTV systems linked to the Control Centre in an efficient proactive/reactive manner, ensuring all work is undertaken in compliance with operating procedures, current legislation and the CCTV Code of Practice.
7. To carry out CCTV downloads as required.
8. To provide an out of hours call answering service for the Council and other external organisations and take any necessary follow on action. Following through on homeless person referrals including placement into temporary accommodation, evaluating repairs calls from Housing tenants and placing repair orders with contractors as and when required, taking domestic violence referrals, noise nuisance calls, emergency social services calls, requesting out of hours contractors such as highways, street cleansing and any other emergency services that require out of hours involvement.
9. To ensure that Uniform and other computerised data recording systems are updated and necessary records are created, are maintained to a high standard and kept in accordance with service instructions/requirements.
10. To work on an individual basis and when required within or across a team.
11. To work as required or directed with the police, fire and other statutory partners, council services, external partners and other enforcement agencies, to ensure the provision of effective multi-agency action when dealing crime and disorder, anti

social behaviour, nuisance, environmental issues and traffic offences.

12. To maintain up to date knowledge of process and systems within the Control Room as detailed in the Division's Enforcement Manual.
13. To undertake emergency planning duties relevant to the post in response to incidents including supporting the Borough Emergency Control Centre, as required.
14. To maintain a high-level understanding of end-to-end customer interactions and to ensure appropriate levels of understanding throughout the designated service.
15. To use all supplied equipment and systems as required or detailed in operating procedures or instructions.
16. To answer all enquiries in a timely, courteous and professional manner, actively listening and being sensitive to the needs of diverse client groups.
17. To provide reports commensurate with the role, witness statements as required and attend court when required.
18. To ensure that corporate targets are met regarding correspondence, telephone answering, data entry and initial response to service requests.
19. To monitor and operate Emergency Planning and Met Police Airwave radio systems and deal with any issues that arise.
20. In the absence of security staff task mobile security officers to incidents at any location in the borough where directed to do so by a senior officer.
21. In the absence of security staff to carry out alarm monitoring, access control and reception duties, activating mobile patrols where necessary.
22. To report any CCTV faults to the relevant Senior Officer.
23. To uphold all of the council's policies and procedures
24. To undertake all duties with minimal supervision.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Personal Specification



Job Title: Control Centre Monitoring Officer	Service Area: Enforcement & Safety	
Directorate: Strategic Commissioning	Post Number:	Evaluation Number:
Grade: Scale 6	Date last updated: 10 th April 2015	

IMPORTANT INFORMATION FOR APPLICANTS

1. The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p>PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p>KNOWLEDGE</p> <ol style="list-style-type: none"> 1. Basic understanding of local authority enforcement practices and the prosecution process. 2. Knowledge of relevant legislation and guidance such as; Crime and Disorder Act 1998, Police and 	<p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>Criminal Evidence Act 1984, Environmental Protection Act 1990.</p> <ol style="list-style-type: none"> 3. Working knowledge of court procedures, of civil/criminal cases, environmental crime, road traffic and highways offences. 4. Working knowledge of Data Protection Act 1998 and Human Rights Act 1998 5. Knowledge of and commitment to equal opportunities policies and anti-discriminatory practice. 6. Good standard of literacy (including spelling, punctuation and grammar) and numeracy 7. Knowledge and understanding of the issues of working in a call centre & control room environment. 	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>DISCLOSURE AND BARRING SCHEME CLEARANCE</p>	<p>Disclosure and Barring Scheme clearance is required prior to appointment and a condition of continued employment</p>
<p>EXPERIENCE</p> <ol style="list-style-type: none"> 1. Dealing with the public in a multi-racial, diverse urban environment. 2. Experience of monitoring and operating CCTV Systems. 3. Experience of working in a call centre environment. 4. Experience of operating a broad range of IT systems. 5. Experience of shift working 	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>SKILLS AND ABILITIES</p> <ol style="list-style-type: none"> 1. Ability to use communications and IT equipment including mobile radios and make the best use of approved IT systems. 2. Ability to demonstrate an understanding of and experience in the use of relevant legislation and the 	<p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>application of policies and procedures</p> <ol style="list-style-type: none"> 3. Ability to deal tactfully and diplomatically with members of the public, councillors, other council staff and partners and ensure high standards of professional conduct are maintained. 4. Experience of working with minimum supervision 5. Excellent written and oral communication skills. 6. Ability to communicate with a wide variety of people at different levels. 7. Ability to deliver high quality, customer focussed, value for money services. 8. Ability to work as part of a team that comprises of both external and internal staff. 9. Ability to establish good working relationships with colleagues, managers and other service users. 10. Sound problem-solving skills, and ability to quickly evaluate situations and initiate appropriate actions. 	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>PERSONAL STYLE & BEHAVIOUR</p> <ol style="list-style-type: none"> 1. Good attendance and satisfactory health record in relation to the Council's sickness and absence procedures and policy. 2. Be able to work on own initiative and resilience in a demanding and fast-paced environment. 3. Must be able to work over a seven day rota including weekends and bank holidays. 	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>