



Job Profile

JOB TITLE:	CCTV Evidential Review Officer
GRADE:	Scale 6
POST NO:	Various
JOB TIER:	18
DBS CHECK:	Standard
DIRECTORATE:	Resident Services Homes and Communities
DEPARTMENT:	Community Safety

REPORTING STRUCTURE

Reports to:	CCTV Programme Manager
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

To closely monitor images from the various Closed-Circuit Television (CCTV) systems to deter, detect, report and reduce crime and anti-social behaviour in order to create a safer and more secure environment for the benefit of the whole community. Working closely with the Police and other agencies, as required.

To ensure that standards of surveillance, evidence gathering and data protection are consistently adhered to by CCTV officers.

A. Job Description

1. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

2. Customer Management

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met to deliver the Council vision of 'putting our residents first'
- To support the reduction in crime and anti-social behaviour to improve the environment for the whole community

3. Operational Service Delivery

- To ensure that organisational and operational aspects of the CCTV service are carried out in accordance with Council policy, Service Level agreements and best practice
- On a rotational shift basis, monitor over 3000 cameras pro-actively in order to deter and detect crime and anti-social incidents at the earliest possible opportunity.
- Ensure incidents are recorded and downloaded in such a manner that they are evidentially acceptable should court proceedings be required.
- As required, to inform the Police, other statutory partners and / or LBH teams where appropriate, to ensure action is taken to prevent or control incidents.
- To attend Court to give evidence if required.
- To ensure protocols, health and safety requirements and operating procedures are followed at all times.
- Maintain complete, concise, detailed and accurate written accounts of all incidents in the Incident Log. Maintain a register of all recorded media and still prints released to the Police and all Police requests for the viewing of incidents.

- To efficiently carry out administrative functions including establishing the identity of all telephone or radio messages made or received and the referencing, storage, filing and maintenance of DVD/CDs, electronic media and still prints.
- Be proactive and take appropriate follow up action to ensure that incidents have been concluded satisfactorily by co-operating with Emergency Services whilst an incident is being investigated or concluded.
- To maintain absolute confidentiality at all times with regard to any information concerning staffing, location of control room, events witnessed or recorded.
- Pro-actively build positive and effective partnership working between the Police, the London Fire Brigade, health services, voluntary sector partners and housing organisations. Be up-to-date with developments and changes in partner organisations as they affect the delivery of Hillingdon's strategies.
- As directed by the CCTV programme manager undertake prescribed quality assurance checks on the operation of the CCTV system and to report any operational faults to CCTV Programme Manager. As and when required
- To control access and egress to/from the Control Room and maintain visitors logbook at all times.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution to ensure delivery of this plan.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Implement agreed audit compliant quality assurance frameworks relevant to CCTV operations.

7. Contacts

- **Internal:** All council departments which are relevant to the business of the service.
- **External:** Partner organisations including the Metropolitan Police Service, London Fire Brigade, Health Services BID and voluntary sector.

8. Additional Responsibilities

- Complete other reasonable tasks to fulfil role purpose or as required by management.

9. KEY PERFORMANCE INDICATORS

- Delivery against any agreed Service Levels
- Delivery of agreed staff appraisals and objectives

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed Team Plans.
- Delivery against agreed staff appraisals and objectives

B. Person Specification

CCTV Evidential Review Officer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
A good standard of written and verbal communication skills	✓	
GCSE pass (or equivalent) in English and Maths		✓
Relevant CCTV and / or surveillance qualification -SIA CCTV Licence	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
The successful candidate will be required to be vetted to NPPV (Non-Police Personnel Vetting) Level 1	✓	

Ability to work to a rota to cover a 24/7 service that will include night, weekend and bank holiday working	✓	
Ability to remain alert and vigilant for long periods	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Previous experience of working in CCTV/surveillance setting	✓	
Previous experience of undertaking a range of administrative functions	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Ability to learn and use a range of software as required	✓	
Ability to prioritise work effectively in periods of high demand	✓	
Ability to record events accurately to a standard that can be used as evidence in court	✓	
Ability to attend court to give evidence as required	✓	
Knowledge, understanding and practical application of the General Data protection Regulations as they apply to surveillance and CCTV	✓	
Ability to work effectively in partnership with partner organisations and other Council Service areas	✓	
Ability to deal calmly, efficiently and sympathetically with all emergency situations	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	

