

## Security CCTV Operator

Job Ref: REQ240610

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployed is identified.**

The post will be responsible for the monitoring, viewing and operation of the security CCTV cameras and assist the control operators with the organisation, administration within the security section control centre. Applicants are encouraged to submit an application that separately evidence's all of the essential/desirable criteria in order to assist with shortlisting.

### Job Description

**Job Grade: Operational Services Grade 3**

#### Job Purpose

To work as part of the University security function, your main duties will be to work cohesively within the security team, providing CCTV operation and to support the functionality of the control room, a permanent 10-hour shift pattern, 4 days, 4 off, 1600 hrs – 0200 hrs.

Your priorities will be the safety and welfare of all people connected with or coming into contact with the University, the protection of University property and the regulation of vehicle movement and parking on and around the University site.

#### Job Duties

##### 1. CCTV Operator:

To perform duties at all times in such a manner which will ensure the safety and welfare of the students, staff and visitors to the University.

To monitor and respond appropriately to images observed through the CCTV system, and to record and report all faults and mal-functions of the equipment to the relevant body.

To carry out all functions connected with the smooth and efficient operation of the Control Room, including the maintenance of records and equipment, and the recording of incidents by means of the computerised incident control system.

To support the Control Operator to accept incoming messages by telephone and other electronic means as a first point of contact for the University, and to initiate a response to information received, as appropriate, in a timely and efficient manner.

##### 2. Response:

To respond to reported incidents including crime, accidents and antisocial behaviour.

To deal professionally with victims of crime, investigating, recording and reporting incidents to the police as appropriate.

### **3. Control Room:**

To provide cover for the Control Room Operator, operating all functions including radio, deployment, alarm management systems, incident recording, access control, refuge alert, telephones.

To be part of a team that provides, a 24/7 customer service function for the University.

### **4. General:**

To record incidents in the appropriate format and write accurate incident reports as necessary.

To agree to work a reasonable amount of overtime as considered necessary by the Head of Security or Deputy Security Manager.

To undergo such training as considered necessary by the Head of Security or their deputy in order to develop and improve the necessary skills required of a CCTV Operator/ Control Room Operator.

### **5. Contacts:**

- Students and their parents or relatives.
- Staff and members of the University Community.
- The emergency services.
- Visitors to the University.
- Contractors and suppliers

### **Special Conditions**

This role is required to be flexible over a 24/7/365 period and the person shall be expected to be flexible on a rota basis.

This post will be a rotating shift pattern that will attract a shift allowance of 27%.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, First Aid and Security Industry Authority Licencing

### **Organisational Responsibility**

Reports to the Shift Supervisor.

## Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

1 – Application

2 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Experience of working in an environment requiring good written and verbal communication skills	1,2
Skills and abilities	Ability to work as part of a team and to collaborate with others.	1,2
	Ability to work independently to identify and solve problems.	1,2
	Able to react calmly to pressure.	1,2
	Able to operate CCTV systems competently, including the production of recordings for evidential purposes.	1,2
	Physically fit, to the level required for the effective performance of the job.	1
	Competence in computerised control and signalling systems.	1,2
Training		
Qualifications	GCSE English Language grade C or equivalent work experience.	1,2
	IT skills including Microsoft	1,2
Other	5 year/or back to school checkable work record	1,2

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of dealing with conflict, emergency or stressful situations.	1,2
Training	Possession of a valid First Aid at Work Certificate or equivalent	1,2
	Possession of a Security Industry Authority licence or equivalent	1,2

## Conditions of Service

The position is full time and open ended. Salary will be based on the Operational Services job family, Grade 3, £22,011 - £23,144 per annum, plus 27% shift allowance. A starting salary to be confirmed on the offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>