



## **JOB DESCRIPTION**

### **REGENERATION AND NEIGHBOURHOODS DEPARTMENT**

**JOB TITLE:** COMMUNITY MONITORING OPERATIVE  
**DIVISION:** NEIGHBOURHOOD SERVICES  
**GRADE:** BAND 5  
**RESPONSIBLE TO:** NEIGHBOURHOOD SAFETY TEAM LEADER  
**POST REFERENCE:** SR-106758

#### **Purpose of Post**

To assist making Hartlepool a safer place to live, work and visit by providing a 24 hour 365 days a year Community Monitoring Centre service including:

- CCTV Service,
- Building Alarm Monitoring Service,
- Emergency Out of Hours Call Centre Service,
- Key Holder Service.


#### **Key Relationships**

- To maintain effective relationships with line managers and with a range of services internal and external to the Council.
- To contribute to making Hartlepool a safer place by assisting Hartlepool Borough Council, Cleveland Police, and any other Statutory or Enforcement Agencies in carrying out their regulatory, investigatory and enforcement duties in Hartlepool.
- To comply with all Hartlepool Borough Council strategies, policies and procedures, and national Codes of Practice, Operating Standards, Government Guidance, or statutory Legislation relating to the Centre Services.



## Main Duties and Responsibilities

1. To contribute to an efficient and effective CCTV service by following service plans, policies, protocols, procedures and operational guidelines.
2. To monitor cameras in strict compliance with statutory legislation relating to CCTV evidential and operational processes, including national Codes of Practice, Operating Standards, Government Guidance, and legislation relating to other Centre Services.
3. To be familiar with and competent with all operational equipment, monitoring function, identifying faults, and reporting faults immediately in accordance with approved procedures, including disaster recovery in an emergency.
4. To treat in a confidential manner the roles and services provided by the centre, and to maintain the security of records and data held by the centre in accordance with approved procedures and the Data Protection Act 1998, and Police and Criminal Evidence Act 1984.
5. To monitor, operate and respond appropriately using the Centres radio system in accordance with approved procedures. (Police, Retail theft, Pub Watch, and the Councils Vehicle two-way radio systems)
6. To respond to all emergency and non-emergency calls and alarms from clients and partners, including alerting other agencies as necessary in accordance with approved procedures.
7. To provide identified and pre-approved Registrar Service Officers with access to documents stored in the Centre in accordance with approved procedures.
8. To provide identified and pre-approved Key Holders, Officers, Contractors and Agents with access to building and CCTV camera access keys held in the Centre in accordance with approved procedures.
9. To monitor building security and public space CCTV cameras in accordance with approved procedures, in a proactive, reactive, intelligence led, or targeted manner for; the prevention and detection of crime and disorder; the detection and apprehension of offenders; the protection of public health and safety; and for national security purposes.
10. To identify, monitor, record, and report to the relevant agency in accordance with approved procedures; any incident or event, which may involve but is not limited to; missing persons; accidents; suspicious behaviour; concerns for public health or safety; or suspected anti-social or criminal behaviour which involves the Centres services.

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11. To produce and maintain appropriate paper and electronic records, input information electronically, and maintain effective information storage and retrieval systems, ensuring that any associated clerical and record-keeping routines are followed, and that necessary management and performance information is provided to the Neighbourhood Safety Team Leader, at the appropriate time, as may be necessary to ensure the effective management and performance of the Service.
  12. When requested to provide routine witness statements to the relevant agency of incidents or events involving the Centres services.
  13. When requested to attend Court as a witness, and to act as a professional witness on behalf of the Council. (infrequently required)
  14. To participate in any training relevant to the operation of the services provided by the Centre.
  15. To be responsible for maintaining an orderly, clean and safe working environment in the Community Monitoring Centres Operation Room, Viewing Suite, and Enforcement Room.
  16. To inform the Neighbourhood Safety Team Leader (or the Head of Community Safety and Engagement as appropriate) of any issues or problems that may occur with the operation of the Centre and the performance of its services.
  17. Any other duties of a related nature which might reasonably be required and allocated by the Neighbourhood Safety Team Leader.

#### Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 2<sup>nd</sup> November 2015.

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**



## **Post Additional Information and Requirements**

1. The post holder will be required to work a variable shift pattern which will form part of the overall provision for a 24 hour, 7 days a week all year round service.
2. The post holder will be required to successfully complete checks to ensure compliance with an occupational requirement to have sufficient speech, hearing, eyesight (including normal full colour vision, or normal full colour vision as corrected by glasses), and manual dexterity to operate equipment and to be able to communicate efficiently and to carry out the job roles.
3. The post holder will be required to successfully complete checks made under:
  - An enhanced Disclosure and Baring Service (DBS) check,
  - Safer Recruitment procedures,
  - None Police Personnel Vetting Level 2 (NPPV2) conducted through Cleveland Police,
  - Obtaining a Public Space Surveillance (CCTV) Licence from the Security Industry Authority. (SIA)
4. The post holder will be required to successfully complete CCTV skills competency testing to ensure compliance with the job specification essential skills, abilities and knowledge section requirements.
5. The post holder will be required to sign a Confidentiality Agreement regarding the centres services and operations.