

PERSON SPECIFICATION: COMMUNITY MONITORING OPERATIVE

POST REFERENCE: SR-106758

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.

REQUIREMENTS	ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)	DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)
<ul style="list-style-type: none"> - Educational/vocational/occupational qualifications and/or training - Specific qualifications (or equivalents) 	<p>Good standard of general education including English. (F)</p> <p>Either already hold*, or upon recruitment to successfully obtain, a Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry. (BTEC Intermediate Award) (F)</p> <ul style="list-style-type: none"> • Appropriate funding and time off will be provided by the Council to enable this award to be obtained. • *Or already hold a previous equivalent qualification which is accepted by the Security Industry Authority when applying for a Public Space Surveillance (CCTV) Licence. 	<p>Good standard of general education including English. (equivalent to 5 GCSEs at A-C grade) (F)</p>
<p>ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)</p>		



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- Specific qualifications (or equivalent)	Either already hold, or upon recruitment to successfully obtain, a valid Security Industry Authority (SIA) Licence in Public Space Surveillance. (CCTV) (F) <ul style="list-style-type: none"> • Appropriate funding will be provided by the Council to enable this licence to be obtained. 	
- Work or other relevant experience	Experience of a service or customer care background. (F/I)	Experience of work in the community safety, or security industry field. (F/I) (For example; Emergency Planning, Police, CCTV Surveillance, Security Guarding, Key Holding Services, Alarm Receiving Centres, Emergency or Out of Hours Call Centres) Experience of call handling. (F/I)
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<p>- Skills, abilities, knowledge and competencies</p>	<p>Good communication skills. (both verbal and written) (F/I/T)</p> <p>Good observational skills and ability to analyse visual and audio information. (F/I/T)</p> <p>Ability to pay attention to detail. (F/I/T)</p> <p>Ability to work and concentrate under pressure, and to cope with disturbing incidents calmly. (F/I)</p> <p>Ability to prioritise and organise own workload. (F/I)</p> <p>Ability to work independently, and as part of a team forming productive and supportive professional relationships. (F/I)</p> <p>Ability to write clear, legible, and accurate reports of events which may be used as evidence in court. (F/T)</p> <p>Ability to learn, and to be adaptable to changes in both procedures and technology. (F/I)</p> <p>Good I.T skills, including Microsoft Office Suite. (F/T)</p> <p>Ability to build and maintain good working relations with partners and clients. (F/I)</p>	<p>Able to demonstrate an understanding of the impact of crime and disorder on local neighbourhoods. (F/I)</p>



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- General competencies	<p>Ability to be flexible in working hours and willing to work unsociable shifts. (F/I)</p> <p>Sufficient speech, hearing, eyesight (including normal full colour vision – or normal full colour vision corrected by glasses), along with manual dexterity to be able to operate equipment and to be able to communicate efficiently and to carry out the roles of the job. (F/I/T)</p>	
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Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council's Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.