

City of Edinburgh Council job description

Post title	CCTV Operator, City Operations Centre
Directorate	Place Management
Service	Network Management and Enforcement
Responsible To	CCTV Operations Supervisor
Number of post holders	20x full time and 1 x 15 hour part time

Purpose of job

You'll carry out a key role within the City Operations Centre which operates 24 hours a day, 365 days a year. You will contribute to the prevention and investigation of crime and antisocial behaviour and ensuring public safety by monitoring a range of public space CCTV surveillance cameras. You will convey accurate and concise information to the emergency services on live incidents. You will produce evidence packages for court and attend as a witness when required.

The what - major tasks and job activities

1. monitor CEC CCTV surveillance cameras and provide Police Scotland and partner agencies with real-time, accurate information on a range of incidents including, but not restricted to: criminal activity, public safety emergencies, large scale events and traffic monitoring.
2. Assist Police Officers with the interrogation of recorded public space CCTV data using your geographical and technical skills to ensure effective use of the system.
3. Independently review recorded data identifying evidential material as requested by the Police and partner agencies.
4. Produce evidence packages for further investigation by Police Scotland or other partner agencies for subsequent court proceedings.
5. Extract and process system data for CEC traffic management purposes as directed, employing bespoke analytic software.
6. Provide and process statistical data for CEC and partner agencies.
7. Assimilate and apply CEC CCTV Code of Practice and Operations Guidelines, ensuring strict compliance with the legal framework within which the unit operates.
8. Maintain a detailed digital record of all activity and incidents.
9. General administration duties and fault reporting.
10. Attend Police Scotland E Division HQ at Fettes to operate and advise on the system for major public events such as sports fixtures, protests, marches and music concerts.

11. Facilitate RISPA (Regulation of Investigatory Powers (Scotland) Act 2000) directed surveillance operations under the direction of CCTV Supervisor(s) within the legal framework specified in the Operators Guidelines.

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

You'll bring:

- An understanding and skill in CCTV surveillance camera operation (not essential).
- Interpersonal skills and resilience.
- Effective written and oral communication skills.

You will:

- work in a fast paced environment, prioritising tasks and ensuring that a wide range of administrative duties are carried out alongside the monitoring role.
- Achieve operational proficiency in Video Management System software, advanced CCTV analytics software, MS Office and standard ICT equipment.

You will be responsible for:

- achieving Security Industry Accreditation in CCTV.

Environment (work demands, physical demands, working conditions, work context)

You'll normally work to set timescales without any major changes to your daily tasks.

You will:

- be required to remain alert for long periods and demonstrate attention to detail and productivity (up to 10-hour shifts).
- background noise is constant and intrusive and requires high levels of concentration.
- Operators must sit for long periods.
- Operators are required to have an eye break of 10 minutes every hour.
- remain calm and professional in response to upsetting incidents including sudden deaths, road traffic accidents and serious violent crime.
- work a varied working pattern of day, back and night shifts.
- Be contractually required to work public holidays.

In addition, the City Operations Centre can become pressured with multiple live incidents and partner agencies requesting information or access to images at short notice.

Supervision and management of people

You won't have any management responsibility for other colleagues.

Resources the job holder will be responsible for

You'll be responsible for the use of CCTV equipment in line with the manufacturer's guidelines and Health and Safety guidelines. You will be responsible for reporting any faults quickly, maintaining the public's confidence in the system. The value of the CCTV equipment and cameras is approximately £2.4 million.

Additional information - health and safety (DO NOT AMEND THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).