



City of Bradford Metropolitan District Council Job Profile

Reference Number	TO BE COMPLETED BY JEGS / HR
Role Title	CCTV, Security & Control Room Team Leader
Directorate	Environment
Service Area	Stronger Communities and Regulatory Services
Reports to	CCTV, Security & Control Room Manager

Role Purpose (maximum of 3 points, with no sub bullet points)

1. To safely operate the Council's CCTV system throughout the Bradford District area, ensuring compliance with regulations for CCTV including GDPR and CCTV code of practice. This includes over 1000 cameras for Community Safety, Urban Traffic Control (UTC), Clean Air Zone (CAZ), moving traffic enforcement such as bus lanes & gates and fly tipping, with the primary responsibility being for Community Safety working in partnership with the Police. The operation of the Council's accredited alarm monitoring system (ARC-Alarm Receiving Centre), lone worker applications, out of hours services, operation of bollards, radio communication systems and key holding responsibilities. Clear communication and reporting of issues to enable resolution.
2. To supervise and line manage a team of CCTV, Security and Control Room Operatives in the operation of the out-of-hours emergency service, escalating issues as appropriate. Liaison with other council services and external agencies to help prevent crime and other safety issues. Act as the responsible contact on shift for the out-of-hours service, making decisions within the scope of protocols on how to process requests to deliver a safe comprehensive 24/7, 365 day per year service across the city and wider district.
3. Function as a delegated data controller for the system, following set procedures for the secure storage, retrieval, and eventual disposal of recorded data in line with statutory requirements. Ensure adherence to service level agreements for sharing information with Police and other agencies. Apply protocols for sharing information with insurance companies and processing and release of data for SAR requests and internal audit. Recording incidents as per procedural manual, drafting reports and preparing video evidence for use in Court.

Duties and Responsibilities (maximum of 15 points, with no sub bullet points)

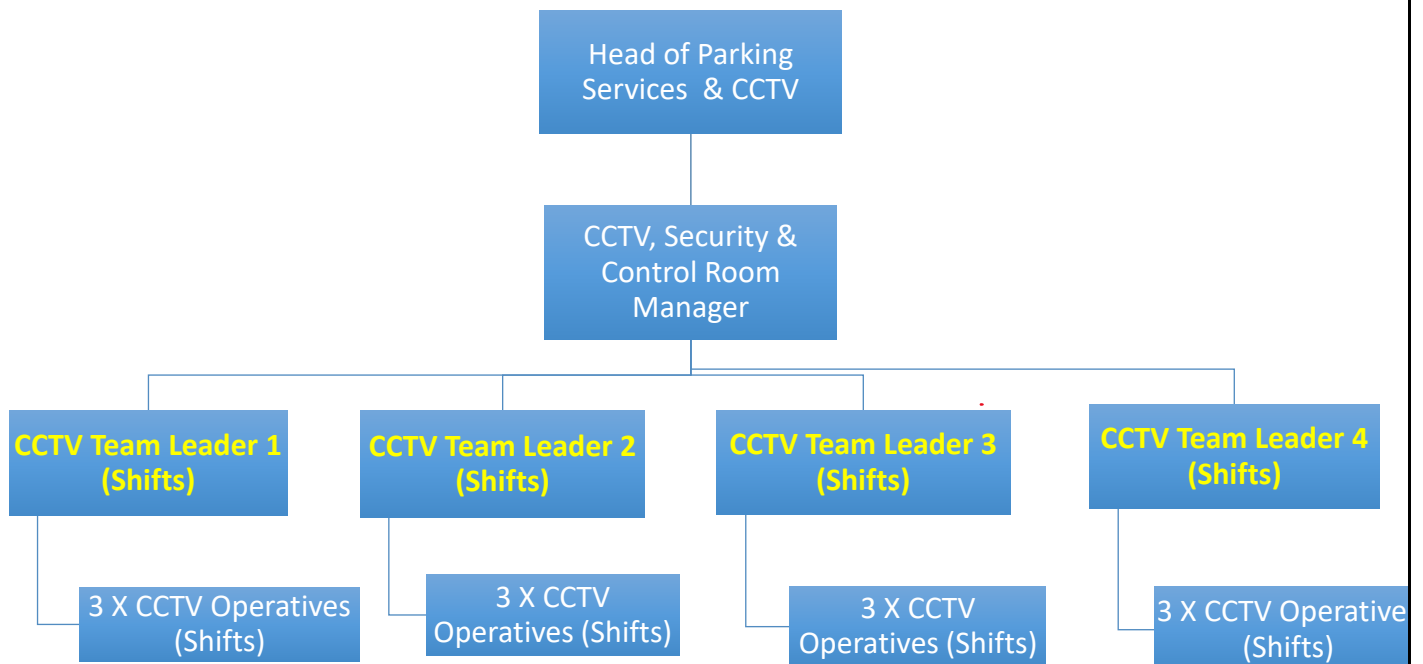
1. Supervise and line manage a team of CCTV, Security and Control Room Operatives in the operation of the out-of-hours emergency service, escalating issues as appropriate to designated contacts. Act as the responsible contact on shift for the out-of-hours service, making decisions within the scope of protocols on how to process requests to deliver a safe comprehensive 24/7, 365 day per year service across the city and wider district. This extends to processing requests for holidays, planning to ensure effective cover and undertaking return to work interviews after inputting staff sickness, and escalating any issues to the CCTV, Security & Control Room Manager.
2. Operate CCTV surveillance equipment in line with current legislation; ANPR system, street bollards over 1000 cameras for community safety, Urban Traffic Control (UTC), Clean Air Zone (CAZ), moving traffic enforcement such as bus lanes & gates and fly tipping, with the primary responsibility being for community safety working in partnership with the Police. Report any faults on cameras and the network in terms of operability, conduct audits so that cameras are checked and reviewed regularly. Report any system down time and escalate to CCTV, Security and Control Room Manager so that issues can be rectified by the 3rd party supplier. Check equipment for operational readiness, notifying them about failures so downtime is minimised.
3. Responsible for operating the Council's accredited alarm receiving centre (ARC) to monitor intruder, fire, and for personal attach alarms (lone-working systems) to ensure the safety of Council and other agency staff and partners. Undertake training on BOLD and ARC systems to enable records and details to be kept up to date. Ability to conduct fault finding/administration of these systems to ensure operability.
4. Operate two-way radios and other communication equipment in conjunction with the Police, other external agencies, and Council officers. Provide responses to red button calls and undertake checks and testing on the radios to ensure a safe system is operable.
5. Function as a delegated data controller for the system, following set procedures for the secure storage, retrieval, and eventual disposal of recorded data in line with statutory requirements, adherence to RIPA and SLA protocols for sharing information with Police and other agencies. Apply protocols for sharing information with insurance companies and processing and release of data for SAR requests and internal audit. Record incidents as per procedural manual, drafting reports and preparing video evidence for use in Court.
6. Maintain strong supplier relationships with providers working to assist with information for third party contractors who maintain the network system. Good working relationship with IT and the ANPR & CCTV Systems and Operational Support Manager and Assistant to resolve technical issues within the service.
7. Operate all other equipment in the control room in a correct and efficient way.
8. Liaise with Emergency Services, Police, other Council departments, and other agencies to prevent crime and other safety issues.
9. Responsible for handling, issuing, and receiving keys for various properties and equipment throughout the district.
10. Maintain accurate records and logs for visitors, incidents, shift hand-over procedures etc. in line with standard operating procedures. Assist CCTV, Security and Control Room Manager in processing requests as part of the workflow to be delivered by CCTV as a unit.
11. Inform CCTV, Security & Control Room Manager of matters of importance e.g. RIPAs and Police operation in progress.
12. Assist in the management of the Towns and the City Centre and with other departments to fulfil their role. Able to work with other council departments to assist in providing insight for potential location sites for CCTV cameras.
13. Use knowledge and experience to contribute ideas for best practice and efficiencies within CCTV and Security unit including commercial opportunities.
14. Deliver training to new recruits on control room operations and use of systems.

15. Maintain control room and ancillary rooms as a tidy, clean working environment including internal cleaning of area.

Dimensions of role (direct or indirect as applicable) e.g. total number of staff managed, total budget, total scope of role

- Line management and supervision of three staff on shift team.
- Responsibility as contact for out of hours emergency response and decisions on how to escalate issues.
- Operation of over 1000 cameras for community safety, UTC (urban traffic control), bus lane and moving traffic, CAZ & fly tipping. Operation of Alarm receiving system and lone work monitoring for multiple locations and buildings.
- Use of bespoke operating and IT systems for CCTV & Security.
- Provision of technical information and data relating CCTV & Security service.
- Able to work 12-hour shifts covering days and nights from an office-based control room with 365-day coverage including bank holidays.
- Willing to cover out of hours emergency call outs, extending to evenings, weekends, bank holidays as required by the needs of the service, working in an office-based control room with frequent site tours.

Structure Chart (showing direct reports)



Person Specification

Knowledge / Skills / Experience required

- **SIA Licence:** Requirement of a valid Security Industry Authority (SIA) licence for Public Space Surveillance.
- **Vetting:** Requirement for police forces (Non-Police Personnel Vetting) – NPPV2 - full and adherence to British Standards BS7858 security screening.
- **Technical Knowledge:** Proficiency in IT systems, IP CCTV technology, and alarm monitoring software.
- **Experience:** Experience of supervising a small team. Previous experience in a control room, or surveillance environment would be beneficial.
- **Communication Skills:** Effective communication skills, ability to remain calm under pressure, and keen diligence.
- **Qualifications:** NVQ Level 3/ ILM level 3 or demonstrates ability to operate at this level.
- **Understanding Regulations, Codes of Practice and Data Control** Clear understanding of General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, Protection of Freedoms Act 2012, CCTV Code of Practice and the Human Rights Act 1988 to safeguard individual privacy acting as the delegated data controller. Also, RIPA (Regulation of Investigatory Powers Act 2000) and Criminal Justice and Public Order Act 1994 in relation to CCTV.
- **Training:** Prepared to undertake further training in relation to undertaking role.

Key benchmarked competencies, traits, and motives required to successfully deliver the role , these will support recruitment, succession planning, development, and performance management		Essential
Health and Safety	Uses knowledge of Health, Safety policies, procedures and regulations including risks in own area of work.	x
IT Packages	Uses a range of complex IT packages relating to area of work.	x
Service Improvement	Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery	x
Numeracy & Literacy	Demonstrates a high level of numeracy, literacy, and accuracy across a range of activities	x
Relevant Professional Qualification	NVQ level 3/ ILM level 3 or demonstrates ability to operate at this level. A valid Security Industry Authority (SIA) licence for Public Space Surveillance or prepared to obtain this.	x

Carries out performance management	Covers the employees' capacity to manage their workload and conduct a number of specific tasks accurately and to a high standard.	x
Communicates Effectively	Covers a range of spoken and written communication skills required as a regular feature of the job.	x
Carries Out Effective Decision Making	Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. This includes planning and organising, self-effectiveness and any requirements to quality check work.	x
Undertakes Structured Problem-Solving Activity	Covers a full range of analytical skills required for gathering, collating and analysing the facts needed to solve problems.	x
Operates with Dignity and Respect	Covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.	x

Applicants with disabilities are only required to meet the essential special knowledge requirements (clearly marked)

Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the postholder is required to meet the Lower threshold level.

You should be able to demonstrate that you can use a wide range of simple words and a standard English sentence structure to express and maintain a flowing conversation even though you pause to think of the correct words with the ability to express and make yourself understood (this will also be tested during the interview).

Completed by:	Tiffany Lewis	Date:	14/04/26
Quality checked:		Date:	