

City of Bradford Metropolitan District Council Job Profile

Reference Number	01224
Role Title	CCTV, Security & Control Room Manager
Directorate	Environment
Service Area	Stronger Communities and Regulatory Services
Reports to	Head of Parking Services & CCTV

Role Purpose

1. Strategic and operational leadership of the Council' surveillance systems including the delivery of the CCTV & Security service enhancing community safety. Leading on the delivery of a pro-active and re-active service which supports a reduction in crime across the district, delivering a deterrent to criminal activity using CCTV interventions and partnership working with West Yorkshire Police and other crime reduction agencies and services. Delivering a long-term CCTV strategy and action plan that aligns with the council's ambition for a robust, community-focused surveillance system.
2. Development of new income streams and areas of business in the fields of CCTV, Security and Customer Service, and any other relevant areas of income generation. Strive to deliver commercial opportunities with vision for the CCTV unit to be developed as a commercial business.
3. Ensure the authority is fulfilling statutory obligations and is compliant with codes of practice relating to CCTV i.e. 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. Work collaboratively with internal and external stakeholders to formulate relevant policies which are compliant with all relevant legislation whilst maintaining strong supplier relationships.

Accountabilities

1. **Team Management:** To be responsible for the overall management of the CCTV team which includes: 4 x Team Leaders & 12 Operatives, including training and development of staff. Work with ANPR & CCTV Systems and Operational Support Manager, teams of third party technical engineers and IT to resolve technical issues within the service. Effective management of staffing resources, health and safety considerations, and human resources processes are key requirements of the role.
2. **Performance Management & Continuous Improvement:** To lead on the delivery of all sections of the service, developing and implementing a performance framework to improve efficiency and standards. Ensure KPIs are met and that a culture of continuous improvement is fostered within the service. Produce detailed statistical reports on system performance and for senior management and relevant committees. Seek opportunities for automation and digital transformation applying latest methodology to drive process improvement.
3. **Workforce Scheduling:** To be responsible for the day-to-day management of the control room which covers multiple service areas, ensuring that a responsive, professional and customer focused service is provided at all times by delivering effective cover and workforce planning. This includes alarm monitoring systems (ARC-Alarm Receiving Centre), lone worker applications, out-of-hours services, operation of bollards and radio communication systems. Responsible for the delivery of a comprehensive 24/7, 365 day per year service delivered across the city and wider district whilst adhering to legal frameworks.
4. **Budget Control:** To lead on service planning, resource allocation, and budget management functions for the CCTV and security team in conjunction with the Head of Service.
5. **Income Generation, New Technology:** To identify opportunities for growth to generate income by commercialisation i.e. expansion of lone worker application, alarm monitoring, key holding services, use of new technology, AI, facial recognition, opportunities around enviro-crime, anti-social behaviour (ASB), nuisance vehicles, waste, and Public Spaces Protection Order (PSPO) enforcement to support the service's longer term sustainability.
6. **Legal Compliance:** Ensure all operations comply with the **General Data Protection Regulation (GDPR)**, the **Data Protection Act**, and the **Human Rights Act** to safeguard individual privacy. **Policy Management:** Produce and regularly update the Council's CCTV Code of Practice and Standard Operating Procedures to reflect changes in legislation and operational needs. **Data Control:** Function as the delegated data controller for the system, managing the secure storage, retrieval, and eventual disposal of recorded data in line with statutory requirements, adherence to SLA protocols for sharing information with Police. Oversight of CCTV operations, which includes ensuring compliance with all relevant legislation, maintaining strong supplier relationships, and upholding Council policies.
7. **Procurement and Contract Management:** To use compliant routes to market for the procurement of goods and services relevant to CCTV. i.e. cameras, maintenance, hardware and software, IT network systems, fibre, alarm monitoring systems, lone worker applications, radio, and telecom communication systems. Manage contracts in line with

established SLAs. Ensure correct apportionment of costs where multiple departments have joint responsibility for some parts of the service.

8. **Partnership Liaison:** To act as the primary point of contact for the police and other emergency services to coordinate incident responses and evidence sharing. Build robust partnerships across various Council services to effectively address enviro-crime, nuisance issues and urban traffic control issues.
9. **System Maintenance & Risk Assessment:** Working with the ANPR& CCTV Systems and Operational Support Manager to oversee the performance of contractors ensuring that cameras and recording equipment are fully operational and service regularly. Conduct regular security risk assessments of council buildings and public spaces to identify vulnerabilities and propose effective surveillance solutions. This extends to the operation of bollards and the impact of the introduction of Martyn's Law. Collaborate with Police and other stakeholders both internal and external in planning suitable camera locations.
10. **Evidential Integrity:** To oversee the production of high-quality evidence, witness statements, and incident reports to support police investigations and legal prosecutions.
11. **Project Management:** Working with ANPR & CCTV Systems & Operational Support Manager to lead on the installation of new CCTV equipment and system upgrades, ensuring they are cost-effective and technically fit for purpose.
12. **Communication Systems:** To manage real-time communication links, such as Police Airwave and retail radio schemes in accordance with OFCOM to facilitate immediate coordination during public safety incidents.
13. **Audit & Accountability:** To conduct regular audits of control room operations and footage to ensure adherence to high ethical standards and operational protocols. Implement and review business continuity and risk management plans. Maintain current standards for compliance, i.e. accreditation as an Alarm Receiving Centre under SSAB and look for opportunities for attainment of further standards such as ISO 27001 (information security) and NSI (National Security Inspectorate). Ensure use of radio systems are in accordance with OFCOM.
14. **Enquiry Responses:** To provide prompt and professional responses to enquiries from elected members, residents, Portfolio Holders, and Members of Parliament. Generate responses to FOIs, SARs, and complaints. Manage the access to highly confidential, personal, financial, political, and commercially sensitive information to ensure compliance with appropriate legislation e.g. DPA, FOI, Children protection Act etc, the unauthorised disclosure of which would prejudice the interest of the Council. Able to provide specialist knowledge in relation to CCTV and security.
15. **Representations:** To attend regional forums, to have the opportunity to influence policy decisions and share best practice with peers. Build robust partnerships across various Council services to effectively address enviro-crime, nuisance issues, alarm responses, lone worker management and any other concerns relating to CCTV cameras and radio communication systems.

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:** Previous experience in a control room, management, or surveillance environment would be beneficial.
- **Management:** Demonstrable experience of managing teams of staff and contracts is a requirement.
- **Skills:** Effective communication skills, leadership capabilities, ability to remain calm under pressure, and keen attention to detail.
- **Qualifications:** ILM level 5 and/or educated to Degree Level or demonstrates ability to operate at this level. Evidence of continual personal development.
- **Project Management:** Experience of delivering projects from concept to execution.
- **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 undertake role.

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

Responsible for management of the CCTV & security budget (£1.5M) which covers staff budget, and contracts for networks hardware, software, IT systems for camera infrastructure, radios, alarm & lone worker applications and systems.

Management of contracts worth up to £2M total contract value and compliance to procurement standards.

Over 1000 cameras for community safety, UTC (urban traffic control), bus lane and moving traffic, CAZ & fly tipping. Associated hardware and software and IT and fibre networks. The operational functionality for radio communication devices used by council departments and retail. Alarm monitoring and personal safety lone working applications for multiple sites and individuals.

Management of up to 20 operational staff in the CCTV team and day to day operation for the control room working a shift system covering 24 hours per day, 7 days per week.

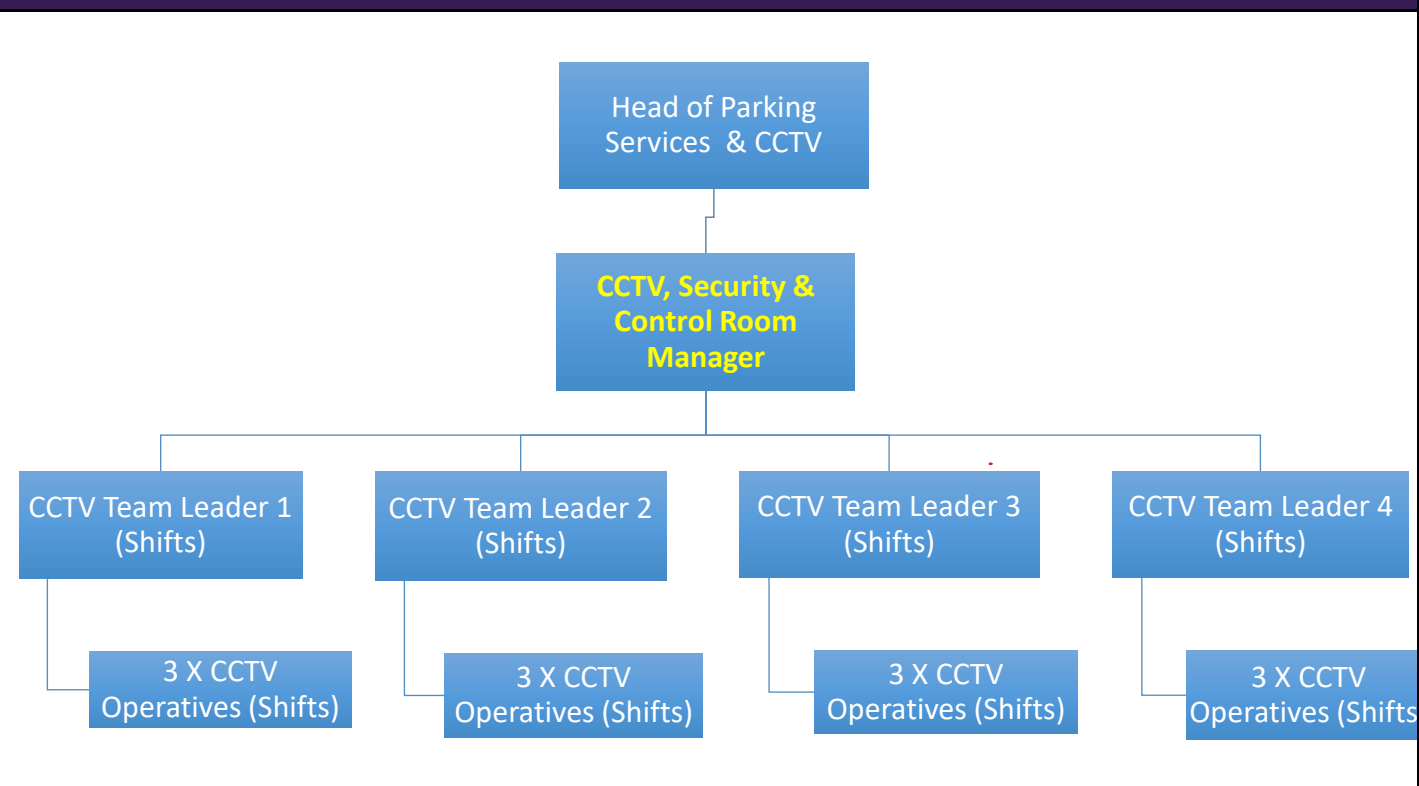
Matrix management of IT, Technical, Highways officers and contractors in relation to managing and delivering projects connected to the CCTV operation.

Leadership of the out-of-hours response team.

Provision of technical information and data relating CCTV & security service.

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)



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
Continued professional Improvement	Carries out a variety of working practices, applies complex regulations, rules, procedures, and processes across a technical /specialist area.	x

Numeracy & Literacy	Demonstrates a high level of numeracy, literacy, and accuracy across a range of activities	x
Relevant Professional Qualification	ILM level 5 and or educated to Degree level 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 carry out 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. This includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. Intellectual ability to assimilate complex information and issues and disseminate to others in an understanding and meaningful way.	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. This includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.	x
Practices Appropriate Leadership	Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self-interest for the sake of the team or service. They consider serving the District in all that they do.	x
Delivering Successful Performance	Our managers monitor performance of services, teams & individuals against targets & celebrate impressive performance. They promote the district's vision & work to achieve Council's values & agreed outcomes.	x
Applying Project and Programme Management	Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. Able to work effectively in order to achieve agreed outcomes with partner organisations/stakeholders/professionals from other disciplines/council members.	x
Developing High Performing People and Teams	Coach individuals and teams to achieve their potential and take responsibility for continuous improvement and ensuring they champion the Council's values and goals.	x
Risk Management	Identifies risks and establishes appropriate strategies to counter them.	x
Leadership	Motivate staff to exceed expectations through raising their awareness of goals and moving them beyond self-interest for the sake of the team or service. They consider serving the District in all that they do.	x
Strategic Awareness	Ability to work with corporate priorities and policies in a joined-up way with others, internally and externally. Works democratically, transparently and accountably.	x
Operates with Dignity and Respect	Treats everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.	x

Special Knowledge Requirement:

Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	
	Essential
Carries out the working practices, procedures and basic operations across the service within the context of the public sector with a considerable depth of knowledge across CCTV in the local government sector.	√
Oversees a budget, keeping costs within agreed levels for own department and contributes to corporate savings.	√
Demonstrates an expert, functional grasp of all aspects of CCTV activity with the ability to deliver high level advice on CCTV issues.	√
Demonstrates an excellent understanding of the political environment within which local government operates and can evidence managing politically sensitive issues.	√
Demonstrates a thorough appreciation of current and emerging Government legislation & statutory regulations and other key operational initiatives and directives affecting the public sector and own service area.	√
Working Conditions:	
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.	
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 <u>Lower threshold</u> 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:	20/04/2026
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