



City of
BRADFORD
METROPOLITAN DISTRICT COUNCIL

City of Bradford Metropolitan District Council Job Profile

Reference Number	01265
Role Title	ANPR & CCTV Systems Operational Support Assistant
Grade	PO2
Directorate	Place - Environment
Service Area	Communities & Regulatory Services - CAZ
Reports to	ANPR & CCTV Systems Operational Support Manager

Role Purpose

Technical Support & Maintenance - To support the ANPR & CCTV Systems Operational Support Manager in the technical support and maintenance of technology solutions and systems associated with the Clean Air Zone (CAZ) and traffic enforcement systems deployed for the enforcement of Penalty Charge Notices issued under part 6 of The Traffic Management Act 2004 (part 6). The role holder will also support the maintenance of the technology systems associated with the CCTV Control Room, Community Safety, Urban Traffic Management & Control (UTMC) and Alarm Receiving Centre (ARC), Parking Services, City Centre Management, use of radio systems in accordance with OFCOM.

To support the ANPR & CCTV Systems Operational Support Manager, deliver a safe effective and compliant CCTV service. Working in accordance with supplier contracts & monitoring and reporting on outcomes and contractor performance. Working with internal services and managing external contractors and suppliers.

Providing technical and operational support to relevant service management. Providing technical advice/guidance to services in the procurement of new systems, system upgrades or contract reviews. Keeping abreast of new technology for future intergrations into the Councils operating systems. Assisting the ANPR & CCTV Systems Operational Support Manager to identify service efficiencies, cost savings and commercial opportunities to enable growth for the service.

Duties and Responsibilities

1. Working with minimal supervision but with support from the ANPR & CCTV Systems Operational Support Manager and managers from service areas supported/represented. Key service areas being: Clean Air Zone (CAZ), Moving traffic enforcement under part 6 Traffic Management Act 2024 (part 6), Parking Services & bus lane enforcement, CCTV control room, Alarm Receiving Centre (ARC), Urban Traffic Management & Control (UTMC) and highways. Work with external stakeholders i.e. Police in reference to community safety and other emergencies as required in reference to camera support and information sharing.
2. Working with the ANPR & CCTV Operational Support Manager, acting as an expert point of contact for ANPR camera systems, network and systems infrastructure for, but not exclusively to the services above.
3. To provide technical and operational support to relevant service management. Working with internal services and contractors and suppliers to ensure cost effective and timely completion of repairs, maintenance, equipment refresh, cleaning and minor installations to the systems on-street, within customers' property and within the control room, maintaining best value and contractual compliance.
4. To work with the ANPR & CCTV Systems Operational Support Manager and other service managers in data analysis and reporting of systems availability and fault resolution for the Council's various camera and alarm systems, to provide an accurate and appropriate reports on system performance, management information and statistics. Maximising efficiency and effectiveness, to enable data collection, data processing, report production and performance and security measurement.
5. 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.
6. Provide recommendations for IT network and infrastructure updates and changes. Implement new network developments and upgrades, and support the updating of policies and procedures as required. Play a key role with services in providing technical expertise and guidance in developing system requirements for procurement processes. Contribute to the development and implementation of new systems and technologies, to ensure they are up to date and meet any new guidance and legislation.
7. To represent the technical support team by supporting the part 6 project board and external contractors in the implementation of the technical infrastructure required for moving traffic enforcement set up and continued rollout across the district.
8. Work with the ANPR & CCTV Systems Operational Support Manager to complete technical vulnerability assessments of IT systems and processes, identify potential risks, and provide actionable recommendations to mitigate them, ensuring effective implementation of the proposed controls.
9. Assist in the design, implementation, and maintenance of network infrastructure components, including routers, switches, firewalls, and other essential network devices.
10. Assist with the coordination of regular Information Security Reviews within the council as per NCSC (National Cyber Security Centre) guidance.
11. Assist with the maintenance of the council's CAZ, Part 6, CCTV, UTMC, Parking Services and ARC asset registers, databases, radio communications systems under OFCOM and network records.
12. Liaise with external security agencies as required regarding CAZ, Part 6 data, CCTV, MTE and ensuring that any requested information is provided in a timely and secure manner. Represent the council in information security forums. To continuously improve service efficiency and effectiveness, to enable data collection, data processing, report production and performance and security measurement. Manage access to highly

confidential data, ensuring compliance with relevant legislation (GDPR) to prevent unauthorised disclosure that could harm the interests of the Council.

13. Lead and coordinate with Council IT teams, vendors, and service providers to ensure seamless collaboration and effective service delivery. Manage contracts and Service Level Agreements (SLAs) with third-party providers, ensuring compliance, optimal performance, and value for money.
14. Working with the ANPR & CCTV Systems Operational Support Manager, Environment Manager, CAZ Operations management and associated government departments to provide traffic data in the support of CAZ Air Quality reporting and ultimately, with the eventual decommissioning of the CAZ once the government has withdrawn the directive to reduce Nitrogen Dioxide levels across the district.
15. Responsible for assets, equipment and metrials within the services undertaking.

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

Staff managed:

None.

May be required to manage workloads of any other staff as assigned from the variety of services and projects supported.

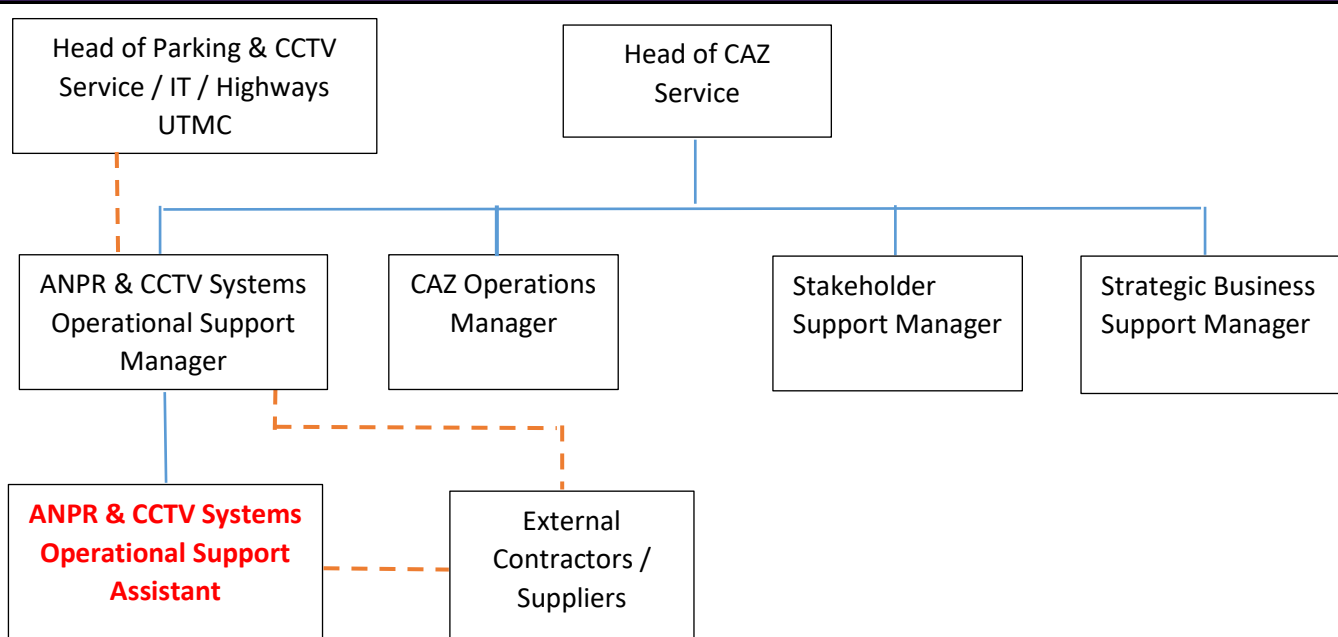
Contractor / Supplier Management:

The council has several contracted suppliers which are involved in the provision of infrastructure hardware and software which are vital to the smooth running of our services. The postholder will play a key role in assisting the procurement of goods and services. Building strong working relationships with contractors/suppliers and play a key role in the review and potential extension of contracts with the services which are being represented.

Budget responsibility

There is no direct budget responsibility however the postholder will influence budget management decisions across a range of services and projects, ensuring best value and contract compliance.

Structure Chart (showing direct reports)



Dotted line connections relate to those internal services and external contractors and suppliers with which this role provides technical support to, and is required to work with to ensure efficient operation of the council's systems and networks.

Person Specification

Knowledge / Skills / Experience required

Primarily to provide technical expertise on for the Clean Air Zone and Moving Traffic Contravention Enforcement but providing technical support to a variety of services which use CCTV for community safety and/or ANPR camera systems and associated networks and systems for Parking Services and urban traffic control. Providing technical support, guidance, advice, project/contract support/management. Working with internal and external partners and contractors to build excellent working relationships to ensure that all systems are fit for purpose, fully maintained and secure to the latest standards.

Must be educated to NVQ level 5 or hold equivalent work experience to demonstrate working at this level and have an excellent working knowledge of IT systems including:

- networks, fibre optic and servers with an appropriate qualification, such as Network+ (CompTIA), Cisco Certified Network Associate (CCNA)
- or
- equivalent, extensive experience of Solarwinds/Wireshark applications or similar

Specialist/Technical:

Demonstrates extensive experience in:

- ANPR/CCTV camera solution implementation, monitoring and maintenance.
- Fibre Optics network/5g including implementation and maintenance.
- General IT infrastructure/Microsoft servers.
- Datacentre & Midrange Datacentre monitoring and management
- network switch programming/configuration.
- Network technologies – Cisco and Nexus
- CCTV infrastructure including ARC (Alarm Receiving Centre)
- Firewall rules and National Cyber Security Centre (NCSC) awareness.
- Data management/security experience to ensure GDPR adherence
- Broad technical experience to lead projects and advise on best solutions.
- Radio systems knowledge and OFCOM adherence.
- Prepared to undertake SIA registration.

Demonstrates knowledge/understanding of:

- Asset management/reporting to include asset registers, databases and network records.
- Emergency/Business Continuity planning/reviewing and implementation.

Project Management:

Experience of technical project work or extensive knowledge of the principles of project management on major projects with particular focus in high profile, large-scale road user charging scheme technologies or CCTV control room systems and functions. Ability to work in line with recognised project management processes/techniques, evidencing an understanding of:

- Specification planning and design
- working within procurement and contractual policies and processes
- project budgeting and best value.
- Networking, engagement and negotiation skills. Building and maintaining working relationships with all stakeholders, suppliers and partners and other third parties.
- Risk and issue identification, management, mitigation and continuous improvement.
- Resource planning, delivery and management to ensure maximum cost benefit and ability to adapt and improve services.
- delivery on time, on specification, and within budget

Contractor Management/engagement:

Experience or extensive knowledge of managing contractor/supplier relationships in line with contract specifications to maximise contract performance, best value and service efficiency. Including:

- market analysis and testing.
- providing technical advice and recommendations, writing detailed and technical contractor specifications.
- understanding and assisting procurement processes to ensure the best outcome for the service.
- Networking, engagement and negotiation skills Building and maintaining working relationships.
- Understanding and communicating SLAs and expectations with contractors/suppliers professional manner as a representative of the council and it's values and principles.
- Providing data and evidence to assist/guide contract reviews and renewals.

Personal & General:

Intellectual ability to interpret, analyse and process complex technical, statistical, numerical and alpha-numerical data and information.

Ability to communicate effectively and with confidence both orally and in writing to a wide range of audiences (including ability to write clear and concise reports & presentations). This includes dissemination of technical maps, diagrams and information for presentation to senior management, elected members, suppliers/contractors and external stakeholders and their representatives.

Analytical and problem-solving skills to respond to potential emergency situations, service outages, queries and concerns using high levels of professionalism, positivity and sensitivity.

Carries out a variety of specialist professional, or general managerial responsibilities effectively, with a considerable depth of knowledge across the relevant specialist area, or knowledge across a range of areas.

Extensive IT skills able to use a wide range of specialist IT systems together with an understanding of data security and confidentiality issues commensurate with role.

Special Conditions:

There is a requirement for the post to have recruitment screening to BS 7858 and Police NPPV Level 3

Must be willing to carry out further training as required.

Must hold full clean UK driving licence.

Must be able to work evenings, weekends and bank holidays as required by the needs of the service.

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.

Must be willing to cover technical out of hour's emergency call-outs if required.

May require working at heights using specialist PPE equipment.

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
Communication	Knows and understands how to use, interpret, handle and communicate, often complex and detailed information, and relay it to service users/stakeholders in writing and/or over the telephone / face to face.	X
Numeracy & Literacy	Demonstrates a high level of numeracy, literacy and accuracy across a range of activities	X
Relevant Professional Qualification	Must be educated to NVQ level 5 or equivalent in a service related subject and have an excellent working knowledge of IT systems including networks, fibre optics and servers with an appropriate qualification such as Network+ (CompTIA), Cisco Certified Network Associate (CCNA) Or Equivalent extensive experience of Solarwinds/Wireshark applications or similar	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.	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
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
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.	
Operates with Strategic Awareness	Our managers work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.	X
Delivering Successful Performance	Our managers monitor performance of services, teams & individuals against targets & celebrate great 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	X
Developing High Performing People and Teams	Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.	

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 Advanced threshold level.

Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public– where the person is able to demonstrate that they can during the interview:

a) Can express themselves fluently and spontaneously, almost effortlessly.

b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language (this will also be tested during the interview).

Completed by:	Graham Feather	Date:	06/01/2026
Quality checked:	Pay and Reward Team	Date:	27/06/2026