

**City of Bradford Metropolitan District Council Job Profile**

|  |  |
| --- | --- |
| **Reference Number** | **TO BE COMPLETED BY JEGS / HR** |
| **Role Title** | Control Room Team Leader |
| **Directorate** | Place |
| **Service Area** | Planning, Transportation & Highways |
| **Reports to** | CCTV Manager |

|  |
| --- |
| **Role Purpose** |
| 1. To supervise and coordinate the daily operation of the CCTV Control Room and a team of up to three Control Room Operators, ensuring effective delivery of surveillance, alarm monitoring, secure access control, out-of-hours contact services and lone worker monitoring are provided on a 24-hour, 7 days a week, 365 days/year basis by the team. 2. Be accountable for ensuring operation of the CCTV Control Room always complies with the requirements of appropriate legislation and that all faults of any control room systems are effectively and promptly responded to by maintenance contractors (hardware of software). 3. To oversee the performance of a small team of Control Room operatives and act as the main point of contact for escalation and liaison with internal departments and external agencies including the emergency services acting as the lead for complex and high-risk incidents. |

|  |
| --- |
| **Duties and Responsibilities** |
| **Team Supervision and Operational Oversight:**   1. Supervise and support a team of up to three Control Room Operators ensuring effective monitoring and incident response is provided by the service during each operational shift, providing daily intelligence hand-over briefings at shift change to incoming team members on operations currently on-going or law enforcement intelligence received. 2. Allocate daily duties to the Control Room Operators ensuring adequate coverage for all systems and service functions, including CCTV surveillance, alarm response, lone worker monitoring, secure access control to pedestrianised areas of the city centre and other locations together with out-of-hours contact handling. 3. Provide coaching, guidance and mentoring to the team, conducting regular one to ones and performance reviews ensuring the team maintain an up-to-date knowledge of CCTV legislation, Council and national policies and procedures appropriate to the operation of the CCTV control room. 4. Monitor performance and adherence to service standards, taking appropriate action where necessary to address any failings to deliver the service in accordance with these.   **System and Service Delivery Management:**   1. Ensure the continuous, effective operation of CCTV systems, access control bollards, lone-worker monitoring and alarm response services within the CCTV control room arranging appropriate contractor attendance to resolve any hardware or software issues identified in a timely and responsive manner. 2. Respond to major incidents and act as the escalation point for complex and/or high-risk situations. 3. Oversee the accurate logging and reporting of all incidents and ensure footage is appropriately retrieved and stored for evidential purposes in the CCTV evidence vault. Act as the custodian of CCTV evidence providing handover of information in accordance with criminal and civil evidential requirements whilst also in accordance with the requirements placed on the Council under GDPR. 4. Ensure appropriate action is taken in responding to lone worker emergency alerts, system faults and other critical events. Operate automated bollard systems to control vehicle access to pedestrianised zones in Bradford city centre and elsewhere in the district.   **Compliance, Quality and Record Keeping:**   1. Ensure all activity within the Control Room complies with the relevant legislation including Data Protection Act 2018, GDPR, RIPA and the Surveillance Camera Code of Practice. 2. Respond to requests under the Freedom of Information Act, Environmental Information Regulations and Subject Access request in accordance with Council policies and procedures in accordance with statutory timescales. 3. Review and sign-off daily logs, incident reports, system checks and other control room documentation as required. Support accreditation audits for the ARC accreditation together with other audits, inspections and reporting to internal and external stakeholders.   **Stakeholder Liaison:**   1. Act as first point of contact for the police, emergency services, council teams and contractors in relation to live incidents and service co-ordination. 2. Represent the team in meetings with management, community safety partners and other service areas deputising for the CCTV Manager as required.   **Training and Development:**   1. Be responsible for the induction and on-going training of Control Room Operators whilst also ensuring that self-development is maintained by keeping abreast of changes in legislation, system upgrades and Council policies and disseminate updates to the team as required. 2. Ensure staff are fully familiar and conversant with all operational procedures, including emergency response protocols and safeguarding policies. |

|  |
| --- |
| **Dimensions of role (direct or indirect as applicable) e.g. total number of staff managed, total budget, total scope of role** |
| * Responsible for the line management and day-to-day supervision of a team of up to 3 Control Room Operators. * Responsible for the management of complex, high-risk incidents as part of a wider response function comprising emergency services and other external stakeholders directing and deploying staff resources in the control room environment to provide effective and efficient support. * To be responsible for the line of evidence control of information supplied to the police of incidents observed by the CCTV system (or other data as may be appropriate) in accordance with the provisions of the General Data Protection Act. |

|  |
| --- |
| **Structure Chart (showing direct reports)** |
|  |

**Person Specification**

|  |
| --- |
| **Knowledge / Skills / Experience required** |
| **Essential Experience & Qualifications**   * SIA CCTV Public Space Surveillance (PSS) Licence (required). * Educated to ‘A’ Level (NVQ Level 3) or equivalent (or able to demonstrate appropriate experience of a similar role to this standard) * Verbal and conflict resolution trained to SIA standard. * Must have strong experience of working in a regulatory and customer-focused service delivery environment * Effective observation skills with the ability to respond to different situations. * Experience in control room or security environment operating CCTV and alarm systems with an ability to prioritise multiple commitments and respond in order of urgency. * Strong working knowledge of alarm systems, access control mechanisms (e.g. bollards), lone worker systems and out-of-hours contact centre functions * Significant experience working in a CCTV control room or security monitoring environment. * Experience of handling complex and / or high-risk incidents, including liaison with police or emergency services. * Demonstrable understanding or relevant legislation and regulatory frameworks (DPA 2018, GDPR, RIPA, Surveillance Camera code) * IT literacy including use of video management software, call logging systems and secure radio communications systems (Airwave)   **Desirable Experience**   * Good knowledge of the locations and streets within the Bradford district. * High level of integrity and discretion in handling confidential data * Calm under pressure and able to make decisions quickly and confidently * Strong verbal communication and interpersonal skills. * Reliable, punctual and able to work effectively within a team or independently. * Commitment to continuous improvement and customer service.   **Additional Information**   * This post is subject to an enhanced DBS clearance and may require Police vetting. * Training will be given on internal systems and emergency response protocols. * The role is based in a secure control room environment and may involve prolonged periods of screen monitoring. * A flexible approach to shift work, including nights, weekends and public holidays will be required for this post which operates on a continental shift pattern (12-hour shifts working 3-on, 2-off and 2-on, 3-off pattern). |

|  |  |  |
| --- | --- | --- |
| **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** |  | 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. |  |
| **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. |  |
| **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 |  |
| **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. | 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:** | Richard Gelder | **Date:** | 20/06/2025 |
| **Quality checked:** |  | **Date:** |  |