# EAST STAFFORDSHIRE BOROUGH COUNCIL

# JOB DESCRIPTION

# CCTV ENFORCEMENT OFFICER

**GRADE:** 5

**ALLOWANCES:** CarNecessity Scheme

**REFERENCE CODE:**  EF0400

**DIRECTORATE:** Community andRegulatory Services

**DIVISION SECTION:** Enforcement Services

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| **RESPONSIBLE TO:** | Enforcement Manager (Licensing and Enforcement) Senior Enforcement Officer |
| **PURPOSE OF JOB:** | To undertake day to day supervision and responsibility for the mobile CCTV cameras deployment.  To monitor hotspots and performance to ensure service demands and targets are met and professional service delivered to clients.  To site cameras where required and to review footage and maintenance of cameras.  To support the Enforcement Manager and provide technical advice as required to ensure the Councils Mobile CCTV is operated effectively and proficiently.  To use the CCTV equipment to help detect and deter crime and antisocial behaviour and provide high quality evidence to allow enforcement agencies to investigate and prosecute offenders.  To assist with the Councils Static CCTV Cameras. |
| **LIAISON WITH:** | All teams and sections of the Local Authority  Officer working groups  Elected members  External agencies and stakeholders |
| **WORKING PATTERN:** | Flexi scheme with evening and weekend cover as required. |

**DUTIES AND RESPONSIBILITIES:**

1. To use (site) the mobile CCTV equipment proactively and to its optimum level to help enforcement agencies to detect and deter crime and anti-social behaviour.
2. Use the mobile CCTV Cameras to identify offenders and provide high quality evidence to enable investigations and where necessary prosecutions and if required provide written witness statements and attend court where necessary.
3. To capture, process and log accurately and help to provide data (evidence) to enforcement and other agencies in accordance with DPA and other instructions and procedures
4. To operate the CCTV system in accordance with the legislation regarding the use of CCTV and the systems Code of Practice, Operations Manual, Standard Operating Procedures, Councils Policies and any other instruction issued.
5. To ensure all logs, reports and records are produced accurately and promptly, covering all activities involving CCTV both externally and internally.
6. To liaise with Managers, Officers, Police Officers and other agencies that may require footage from the CCTV system.
7. Carry out and log daily equipment checks and report all faults and failures of the CCTV or IT or communication equipment.
8. To liaise with the Police and other authorised agencies for the viewing of images recorded on the CCTV system at a suitable time.
9. Responsible for the security of data and its transfer to authorised agencies.
10. The Officer is required and responsible for keeping the CCTV equipment safe.
11. Ensure that reasonable care is taken at all times for the health, hygiene, safety and welfare of yourself and other persons and to comply with the policies and procedures relating to the service.
12. The CCTV Operator must ensure that every aspect of the system, procedures and recordings and proceedings are confidential and should not be discussed outside of the office or to visitors unless they are specifically authorised to be a party to the information. If in doubt the appropriate Officer or representative should be informed.
13. To assist with the Councils Static CCTV provision.
14. Be a point of contact for the Councils Static CCTV with contractors.
15. Ensure that the Static CCTV audit requirements are met and paperwork completed.
16. Raise and monitor invoices.

**Generic and General Duties**

1. To assist in providing an effective, efficient customer focused enforcement service to the public and various council departments, in conjunction with the aims and targets of the Corporate, Regulatory and Team plans.
2. To ensure all evidence, records and information gathered in the course of investigations are stored and handled in line with national legislation (eg. CPIA, PACE, RIPA and DPA) and legal guidelines.
3. To attend Court Hearings in relation to enforcement activities.
4. To keep informed of all appropriate best practice, legislation and central government policies and assist with the development of policies and procedures relating to the mobile CCTV.
5. To deal with subject access requests and any queries and complaints from members of the public, stakeholders and the commercial sector in relation to the mobile CCTV.
6. Collate information and maintain records, providing evidential reports as required.
7. Undertake internal and external training where necessary, keeping up to date with changes in legislation and to implement those which will affect the service
8. Any other duties appropriate to the grading of the post as necessary

**PERSON SPECIFICATION – CCTV ENFORCEMENT OFFICER REF:**

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| **REQUIREMENTS AS DESCRIBED IN THE EMPLOYMENT AND EQUAL OPPORTUNITIES POLICY** | **ESSENTIAL FOR THE POST** | **DESIRABLE FOR THE POST** |
| **EXPERIENCE** | Experience in conducting investigations, inspections and interviews.  Preparing case files for enforcement activities.  Basic understanding of Data Protection and Human Rights (privacy) | Experience in a public facing role  Significant and demonstrable experience in the operation of CCTV public space surveillance systems or Customer Care  Experience in working in a busy, operationally focused workplace |
| **QUALIFICATIONS** | 5 GCSEs including English and Maths (Grade A – C) or equivalent  Hold or obtain within 6 months of commencement of employment (ESBC will assist) and SIA PSS licence and maintain licence  Current driving licence and access to own vehicle to enable travel around the Borough | Certificated qualifications in Licensing, Environmental and/or Planning Enforcement related activities |
| **TRAINING** | Training in respect of investigation and formal interviewing. | Training in regard to PACE, formal interviewing |
| **SPECIAL KNOWLEDGE** | A working knowledge of investigative procedures and legislation, including PACE, RIPA, CPIA and DPA .  Standard keyboard skills and ability to maintain accurate records via Microsoft/ Word/ Outlook (or similar applications).  Ability to communicate clearly and accurately orally and in writing (create incident logs and witness statements)  Ability to understand, interpret and apply legislative requirements practically in the workplace. | Working knowledge of:  Anti-Social Behaviour Act 2014  Environmental Protection Act.  Knowledge of PACE and Court Procedures |
| **PERSONAL CIRCUMSTANCES** | Lives within a reasonable distance of the workplace to support ‘out of hours’ working. | Sound local geographical knowledge |
| **DISPOSITION AND ATTITUDE** | Excellent communication skills both verbally and in writing to people of all levels including the public and external organisations.  Ability to work well as a team member and alone with minimum supervision and on own initiative.  Excellent customer care skills must be displayed.  Ability to deal with enquiries, complaints and conflict resolution.  Evidence of tact and discretion in dealing with confidential or sensitive matters.  Ability to record accurate information, write reports, procedures and policy.  Ability and willingness to work at weekends and evenings as the business requires. |  |
| **PRACTICAL/ INTELLECTUAL** | Good time management  Good verbal and written  Good diagnostic skills  Ability to prioritise  Attention to detail |  |
| **PHYSICAL/ SENSORY** | Ability to patrol areas on foot during initiatives and during general duties. |  |