

## **CCTV Operative**

**Salary:** Band 5 - £26,473 - £28,239 plus 22% shift enhancement

**Based at:** Civic Offices, Portsmouth

**Hours:** 38.5 hours per week (inclusive of 1.5 hours contractual overtime)

**Permanent**

### **The Service - The Housing, Neighbourhood and Building Service:**

To support community safety by proactively monitoring and operating the City Council's Public Space Surveillance CCTV systems. This role ensures the effective use of surveillance technology to assist in crime prevention, public protection, and incident response.

### **What is the role?**

Working within the CCTV team within Community Safety you will report directly to the CCTV Manager. You will be responsible for the proactive monitoring of the City Council's Public Space Surveillance CCTV cameras located throughout the city and suite of cameras within various Local Area Housing schemes and Community buildings. You will be required to liaise with varying customers which will include other PCC departments and external customers such as police and solicitors. During the hours of 0000 and 0600 your responsibilities will also include the management of the alarm panels this is to include the fire and Intruder alarm, checking that 2 doors are secure and allowing access and egress from the building/ car park of visitors/contractors. The priorities for the roles will be first and foremost the alarm panels followed by CCTV monitoring finally visitor access etc.

### **Key Responsibilities**

- CCTV Monitoring & Operation
  - Monitor public space surveillance cameras across the city.
  - Operate cameras within housing schemes and community buildings.
  - Identify and report incidents in line with council and legal protocols.
- Incident Management
  - Record and log incidents accurately for evidential purposes.
  - Provide real-time support to emergency services when required.
- Customer Liaison
  - Communicate with internal departments and external partners (e.g., police, solicitors).
  - Respond to requests for footage and maintain confidentiality.
- Overnight Duties (00:00–06:00 when Out of Hours are off site)
  - Manage fire and intruder alarm panels.
  - Check and secure designated doors.
  - Control visitor and contractor access to the building and car park.

### **Working Conditions**

- Shift-based, including nights, weekends, and public holidays
- Rolling pattern: 4 days, 4 off, 4 nights, 4 off.
- Operates within a secure control room environment.

### **Who is the person**

- Has experience of or relevant transferable skills in operating CCTV or other surveillance systems.
- Has experience of or relevant transferable skills in working in a control room environment and managing multiple screens or systems.
- Has knowledge of and understands data protection laws, confidentiality requirements and how to apply them in practice.
- Can maintain high attention to detail during extended monitoring periods.
- Has the relevant skills in identifying and responding to incidents before they escalate.
- Can prioritise tasks effectively during overnight shifts when managing alarms, CCTV monitoring, and visitor access.
- Can communicate effectively with emergency services or external agencies.
- Has used computer systems to record information or manage data.
- Is able to work alone but also as part of a wider team and offer support where required.
- Is comfortable working shifts, including nights and weekends.

**When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. This is really important or you are likely not to be shortlisted.**

### **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.