# Job Description

**CCTV Operative**

**Reports to: Line Manager**

**Location: New Mersey Shopping Park, Liverpool**

**Salary: permanent full time**

**Employment Status: CCTV Operative.**

**Monday -Thursday (Nights) 19:00-07:00**

**12 hr shifts**

**48hrs P/W**

**Purpose of the Role:**  Delivering outstanding customer services to all visitors to the site. Secure premises and personnel by CCTV patrolling, inspecting buildings, equipment, and access points; permitting entry. Prevents losses and damage by reporting irregularities, informing violators of policy and procedures.

**Internal Contacts:** Client / Centre Manager / Regional Manager / Tenants / Local Authority Personnel / General Public / Centre Management Team / Incentive Head Office Team

**External Contracts:**

**Duties and Responsibilities:**

To CCTV monitor an outdoor shopping and leisure park, you will need to perform the following functions:

watch multiple screens in a control centre to monitor people in various locations

focus on identifying suspicious behaviour by examining people's body language and expressions

track suspect people as they move through the streets or within a building

move the cameras around using a remote-control device, such as a mouse or joystick, to get a better image

react quickly by liaising with the police or security staff in the location and provide intelligence about the suspects, including details of their location, actions and appearance

ensure the safe storage, editing and labelling of recordings to locate them easily

collaborate with the police by providing them with recordings or copies when required

ensure the CCTV system functions effectively in recording and storing video footage

keep a log of incidents to provide to the police.

Conduct hourly check calls

Remotely control in/out access into delivery service areas.

* Answer alarms and investigate disturbances.
* Documenting and report any hazards or concerns to all relevant parties in line with site guidelines.
* Monitor and authorize entrance(s) and departure(s) of employees, visitors, and other persons to guard against theft and maintain security of premises.
* Be able to contact emergency services in cases of emergency i.e. Fire, Unauthorised access, Injuries/ injured person(s), Theft/ burglary, Suspicious devices, Environmental disaster, Flood. This is by no means an exhaustive list, but it gives an indication of what could result a call out to the emergency services.
* Respond to any first aid requirements (Inc. potential defibrillator use) for any patients on site.
* Circulate among visitors, patrons, and employees to preserve order and protect property.
* Warn persons of rule infractions or violations, apprehend, or evict (See on site rules & regulations)
* Control room duties including access and egress for service areas and periodic CCTV patrolling of site
* Operate as part of the team, providing our customers with the required image.
* Report any Health & Safety hazards to your line manager.
* Be aware of risk and compliance during day-to-day operation.
* Be aware of the team’s role in the management of events and activities, understand team requirements and assist as appropriate.
* Maintain positive relations with retailers and assist where appropriate.
* Work with other teams for the benefit of the site, developing new skills where appropriate.
* Deliver on the Centre’s standards and expectations.
* Participation in site emergency procedures.
* Carry out any other reasonable request of the Manager, Client, Regional Manager or Senior Management Team

**N.B.** Core tasks are as above, although this list is not exhaustive.

# Person Specification

**Dual Service Officer**

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| **Qualifications & Experience** | |
| **Essential** | **Desirable** |
| **Qualifications:**   * Must hold a valid SIA Licence * Must Hold a valid cctv Licence | **Qualifications:**   * SIA CCTV Licence * First Aid at work * Customer Service Training I.e. World Host or similar course or qualification |
| **Experience:**   * A good understanding of basic IT skills * Attention to detail show through articulate report writing. | **Experience:**   * CCTV control room experience within the retail or similar environment |
| **Skills & Abilities (Competencies)** | |
| * Demonstrate exceptional customer service skills. * Maintain communication at all times will your colleagues using site specific communication methods. * Maintain and develop working relationships, with the client, Managers, Colleagues, Regional Manager * Ability to work within a team. | |
| **Additional Comments** | |
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Employee signature …………………………………………. Date ……………………..

Print Name …………………………………………..