JOB DESCRIPTION

JOB TITLE	CCTV Controller
DATE	Oct 2026
DIVISION	Security
SITE / OFFICE	
REPORTS TO	

ROLE OVERVIEW

As a CCTV Controller, you will play a critical role in maintaining the safety and security of the site through the proactive monitoring and operation of CCTV and security systems. Reporting to the Security Manager, you will ensure incidents are managed effectively, information is accurately communicated, and all activities are documented to the highest standard.

The successful candidate will be highly organised, vigilant and capable of making informed decisions in a fast-paced security environment.

KEY TASKS & RESPONSIBILITIES

- Monitor and proactively operate CCTV systems to identify and respond to security, safety and operational incidents.
- Maintain clear and accurate communication, ensuring all relevant information is passed to the appropriate personnel promptly.
- Follow established escalation procedures for incidents, maintaining accurate and up-to-date control room logs.
- Effectively deploy security officers and resources in response to incidents and operational requirements.
- Conduct daily risk assessments of site activity and maintain all CCTV records in accordance with procedures and legislation.
- Operate a range of security and building management systems including:
    - Fire alarm systems
    - Public Address (PA) systems
    - Video Management Systems (VMS)
    - Intruder and panic alarms
    - Building Management Systems (BMS)
    - Automatic Number Plate Recognition (ANPR)
    - Radio and telephone communications systems
- Implement emergency procedures in line with site Incident and Emergency Plans.
- Accurately document complaints, incidents, suspicious activity and other security-related events.
- Produce detailed reports and records in a professional and timely manner.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Must have the Right to Work in the UK and ability to pass BS7858 vetting.
- Valid SIA Licence.
- ACT Awareness certification.
- SCaN for CCTV Operators training.
- Strong verbal and written communication skills.
- Excellent attention to detail and observation skills.
- Ability to remain calm, prioritise tasks and make effective decisions under pressure.
- Good problem-solving and incident management skills.
- Competent IT skills and the ability to operate multiple security systems simultaneously.

Desirable:

- Previous experience working within a CCTV control room, security operations centre or similar security environment.
- Experience operating CCTV, alarm monitoring or building management systems.
- Knowledge of incident management procedures and emergency response protocols.
- SIA CCTV Operator Licence.
- Experience producing detailed incident reports and maintaining accurate records.

WORKING ARRANGEMENTS

This position will be based at <site/location>, working <shift pattern / hours>.

ACCEPTANCE OF ROLE

Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature: Date:

Name:

(Line Manager)

Signature: Date: