



Your job

Job Title: CCTV & Risk Management Officer

Service: CCTV & Risk Management Officer

Grade: G5

Reporting to: Income & Project Manager

The role that you will undertake will be multi-functional and will include monitoring public space surveillance CCTV systems, operating within a 24/7 contact centre that provides an out of hours emergency response service. You will be required to operate an array of IT software and hardware systems, specialist CCTV monitoring equipment and communications systems.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Provide a pro-active and re-active CCTV monitoring and reviewing service of public space surveillance, detector activated, internal and commercial CCTV contracts to deter and prevent crime, disorder and anti-social behaviour.
- Provide an out of hours customer service contact centre for residents, tenants and visitors to the borough including organising necessary emergency and responsive works in and out of hours.
- Respond to routine and ad hoc requests for information from line management, internal and external sources in a timely, responsive manner.

On an ongoing basis you will:

- Assist and maintain systems for computerised and manual document control, to support the work of the team.
- Work to the standards laid down within the policies, processes and procedures of the team, directorate and Council.
- Ensure the integrity and accuracy of data and information used and processed within the service.
- Input and retrieve information from the corporate and local systems, when necessary, to produce statistical information for corporate and other reports.
- Carry out duties efficiently and effectively complying with National Legislation, Corporate, Departmental and Section Strategies, Policies, Protocols Codes of Practice and Procedures.
- Participate in the promotion of the section including talks, site visits, tours and other events to support the revenue income generation capabilities of the section.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Experience of working in a control room monitoring public space surveillance CCTV systems and/or contact centre environment.
- Experience of working with specialist CCTV and/or IT equipment

- Good level of ICT skills with experience and competent knowledge of Microsoft packages, databases and other soft and hardware.
- Currently hold or be able to obtain a valid Security Industry Authority Licence for Public Space Surveillance and Security Guarding.
- Be able to successfully pass the Greater Manchester Police Non-Police Personnel Vetting checks and British Standards 7858 Security Screening.
- Good interpersonal skills including establishing/maintaining trust and effective working relationship with clients and colleagues, including internal and external organisations and agencies.
- Demonstrate good decision-making skills and ability to work on own initiative and within a team environment.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”