

JOB DESCRIPTION



Effective Date: January 2026

Location: Control Centre, Sittingbourne

Job Title: 4x Control Centre Operators

Grade: 3

**Responsible to:
Control Centre Supervisor**

No. of Staff Responsible For: 0

PURPOSE OF JOB

Swale Borough Council's Control Centre operates 24/7 365 days a year working 12-hour rotational shift patterns, monitoring our in-house Public Space CCTV, Partnership & Commercial Contracts.

The main role as a Control Centre Operator is to pro-actively monitor observe and record incidents and provide information to the Police and relevant authority members as required.

Overseeing the CCTV system in line with Home Office Guidelines, Swale Borough Councils Code of Practice and Operational Procedures Manual.

MAIN ACCOUNTABILITIES

- To pro-actively monitor and operate cameras and associated equipment in accordance with the Code of Practice and operating instructions.
- Observe incidents and provide information and assistance to the Police and members of the Business Crime Reduction Partnerships.
- Maintain detailed surveillance logs, associated systems logs and documentation in accordance with specified procedures.
- Record and report camera and associated equipment faults to the Control Centre Supervisor or Partnership Liaison Officer.
- Production of evidentially compliant copies of CCTV footage for required organisations.
- Maintain the security of the CCTV Control Centre, only permitting access to those authorised and maintaining access logs.
- Liaise with the Control Centre Supervisor to ensure necessary cover in the control centre.
- To monitor and deal with, in accordance with agreed procedures, out of hours calls.
- Occasional attendance at Court if required to provide evidence, making appropriate records of each call.
- To undertake other duties commensurate with the grade of the post
- This post will require working a rotating shift pattern, working weekends and Bank Holidays

PERSON SPECIFICATION



Control Centre Operator

Attributes:		Essential/ Desirable	Assessed By
Education, Training and Knowledge	Good level of general education - to GCSE Standard (or equivalent)	Essential	Application /Interview
	Hold, or be prepared to achieve, Police vetting clearance and Security Industry Authority (SIA) licence	Essential	
	Good IT skills, particularly Microsoft Word, Excel, and Outlook	Essential	
	Excellent communication skills both written and verbal, with a diverse range if people including external partners and elected members.	Essential	
	Good organisation skills	Essential	
	Good time management skills	Essential	
Experience	Previous experience and evidence of working in a customer service environment.	Essential	Application /Interview
	Previous experience of gathering feedback to form service improvement.	Essential	
	Ability to work under some pressure.	Essential	
	Experience of lone working	Essential	
	Ability to work outside of traditional office hours.	Essential	
	Ability to travel.	Essential	
	Demonstrable ability to carry out a range of tasks and understand the procedures associated with them.	Essential	

COMPETENCY PROFILE

Leadership	For example: <ul style="list-style-type: none">• Takes responsibility• Uses initiative• Open and honest• Flexible in their approach and to change
Performance	For example: <ul style="list-style-type: none">• Focussed on priorities and outcomes• Delivers on promises• Creative skills• Understands their role
Ambition	For example: <ul style="list-style-type: none">• Open to new ideas and concepts• Learns from past experience• Challenges standard practice for improvements• Maintains a positive outlook
Customer care	For example: <ul style="list-style-type: none">• Ability to establish credibility and build positive relationships• Takes the customer's perspective• Proactive in keeping customers informed• Seeks feedback
Teamwork	For example: <ul style="list-style-type: none">• Works together• Helps others• Shares learning• Treats colleagues with respect and trust