



Ipswich Borough Council  
Job Description

**Emergency Services Centre Team Leader (CCTV)**

**Main Purpose of Job**

To provide leadership and line management to the team of ESC Officers and lead the day-to-day operation of the Closed-Circuit Television System (CCTV), maintaining the highest standards of customer care and service provision in accordance with the Council's policies and procedures.

To support the delivery of a high quality and effective 24-hour CCTV Control Room efficiently and effectively in accordance with Council's systems and procedures.

**Main Duties**

1. To manage the day-to-day operation of the ESC maintaining the highest standards of customer care and service provision in accordance with the Council's policies and procedures.
2. Day-to day management and supervision of staff in respect of support, motivation, and direction of service, ensuring first-class provision. Responsible for appraisals, recruitment and other Council procedures which are relevant to the management of staff. Deal effectively with attendance and individual performance issues, referring disciplinary issues through the relevant line management.
3. Assist with resolution of the more complex queries, public complaints and incidents and manage the escalation/complaints procedure, as appropriate.
4. Maintain a safe physical and personal environment for employees and customers.
5. To develop, broker, commission and lead the implementation of projects and action plans in line with identified priorities. Provide project management, performance management and risk management skills. Contribute to wider corporate projects, research, evaluation, and the delivery of annual campaigns.
6. To liaise with colleagues from other internal departments and partner agencies, ensuring such projects are appropriately targeted and are consistent with partner activity.
7. To remain abreast of current relevant targets and CCTV legislation, to undertake and evaluate research, prepare reports, work with benchmarking partners, and help ensure that KPI requirements are met within the service.
8. Work with the rest of the team to raise sponsorship and secure funding for new initiatives and existing projects.

9. Ensure that all CCTV/ESC and customer issues are adequately monitored, and appropriate action taken.
10. Introduce best practice policies and working practices into the service and align to the Council's core values. Ensure effective on-going relationships with health organisations to ensure a high-quality service provision is maintained.
11. Maintain high quality standards of customer care, identifying and implementing continuous service improvement via improved processes and procedures. Conduct surveys and analysis of services and use results to inform future working. Ensure the operation is up to date, in particular with CCTV legislation and working practices relevant to the service.
12. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



**IPSWICH**  
BOROUGH COUNCIL

**Person Specification**

**Emergency Services Team Leader (CCTV)**

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications</b>	<p>HND/HNC/NVQ 5 level education in a relevant field and three years' experience working in a customer focused environment.</p> <p>Security Industry Authority (SIA) Public Space CCTV Licence</p>		Application Form Certificates
<b>Relevant experience</b>	<p>Proven experience within a customer focused environment</p> <p>Experience of project management</p> <p>Ability to chair meetings, lead project or implementation teams</p> <p>Previous experience at supervisory level</p> <p>Creative and innovative approach to problem solving</p> <p>Experience of successfully managing and motivating employees</p> <p>Ability to demonstrate resilience to new situations and shifting priorities</p> <p>Experience of working within a multi-agency environment</p> <p>Ability to build and maintain good working relationships with internal / external organisations.</p>	Monitoring and Evaluation of projects within a customer focused environment	Application form and interview
<b>Specialist knowledge</b>	<p>Working knowledge of a broad range of IT and web based applications</p> <p>Working knowledge of all Microsoft Office applications</p>		Application form and interview
<b>Personal Skills</b>	<p>Ability to formulate, monitor and ensure compliance with instructions, share knowledge and work co-operatively in a team environment</p> <p>Good problem solving and conflict resolution skills</p> <p>Ability to 'think on your feet' and be decisive when under pressure.</p>		Application Form and Interview

	<p>Ability to work under pressure and prioritise own workload to meet multiple deadlines</p> <p>Ability to build and maintain good working relationships with internal / external organisations.</p> <p>Proven ability to work accurately to a high standard over prolonged period, with attention to detail at all times</p> <p>High level of customer care skills including dealing with enquiries from the public by telephone, face to face and by email.</p>		
<p><b>Special working conditions</b></p>	<p>Ability to work weekends on a set rota pattern.</p> <p>Ability to work occasional evenings</p> <p>Police Vetting Clearance</p>		<p>Application form and interview</p>