

Job Description and Person Specification

Role: Monitoring and Response Officer



Job Description

Job Title	Monitoring and Response Officer
Grade	5
Service	Regulatory Services
Reports to	CCTV and Community Safety Manager
Location	Whitley Depot
Job Evaluation Code	A6008



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

The Emergency Services Unit is the security arm of Coventry City Council. The Service operates 24/7 365 days a year. Our services included responding to Fire, Intruder, and Panic Alarms. The team also provides security services such as patrolling, guarding, and keyholding services to our Schools and other Council departments. We also support the Council's response to emergencies in the city.

The Services monitors a telecare service that involves monitoring the safety of vulnerable residents in the City from their homes. The service is also responsible for monitoring the Public Surveillance CCTV system in the City Centre and various CCTV systems operating in Coventry.

Partnership working is a big part of our service. We work with colleagues with West Midlands Police, the Local Business Improvement District, Fire, and ambulance service to keep our city safe.

Main Duties & Key Accountabilities

Core Knowledge

1. For the purposes of the prevention of Crime, Anti-social Behaviour. Operate, monitor and prioritise all security systems located within the Coventry Communications Centre, including CCTV, and alarm monitoring in an efficient, proactive manner, ensuring that all work is undertaken in compliance with current operating procedures, legislation and codes of practice.
2. To monitor and respond to telecare alarm systems, panic alarms and personal alarm systems in an efficient manner ensuring an appropriate response is actions in accordance with current operating procedures.
3. To assist in the provision of out of hour's services in the event of a major incident or emergency, in accordance with the Council's emergency procedures manual.
4. When directed to, engage in security patrols and incident response situations. Including:
 - a. To provide a uniformed escort support to other City Council employees, other departments, and agencies, including providing a cash collection and transport service between established City Council offices and other sites, in accordance with Personal Safety Guidelines.
 - b. To undertake asset checks in the prescribed manner, carry keys released under management authorisation to facilitate access to properties, achieving forced entry and ensuring repair, and ensuring that all checks are validated and recorded.

- c. To attend incidents or emergency situations as directed by the Team Leader, verify, assess and report as required, contacting other colleagues, agencies or emergency services as appropriate.
 - d. Under the direction of the Supervisor, to provide a personal surveillance service in accordance with clients' contracted requirements.
 - e. To attend and undertake out of hours highway related activities such as Traffic Light resetting, setting up road closures, road condition checks, removal of dead animals sand distribution and emergency lighting; and undertake other related out of hours duties when required including civil enforcement activities and basic street cleansing duties in regards to road traffic collisions.
 - f. To provide injury assessment and basic first aid using personal first aid kits, being solely responsible for ensuring the kits integrity, having delegated authority to contact professional medical assistance as required.
 - g. In accordance with the vehicle maintenance log, to carry out all maintenance and road safety checks ensuring that the vehicle is adequately equipped, safe to drive and kept clean and tidy, reporting faults to the Team Leader when required.
 - h. To arrange for the admission of stray dogs to the Whitley Depot Kennels out of hours.
5. When office based act as a first point of call and support for those officers on patrol duties.
6. To administrate traffic access requests to the City Council Bollards systems around Coventry and attend to any manual bollard requests to arrange access to the controlled area.
7. To keep accurate records of all events, incidents and messages in connection with the service and submit associated reports as necessary.
8. To deal effectively with telephone calls and other forms of communications from the public, City Council Directorates, the Police and other bodies, ensuring that the appropriate action is taken in accordance with relevant policies and procedures.
9. To liaise with West Midland Police, other agencies and colleagues on matters related to the service and be able to provide evidential records, attend court and provide witness statements where appropriate to the standard acceptable to the rules of evidence.
10. To assist in the provision of out of hours services for urban traffic control and civil enforcement including signal fault reporting.
11. Administer initial first-aid treatment, record details if appropriate, and arrange transport to hospital if required.
- 12.** To represent the service at appropriate meetings and forums and deputise for the Team Leader as appropriate.
13. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External West Midlands Police West Midlands Ambulance Services Coventry University Business Improvement District	Internal Community Safety Team Adult Social and Childrens Social Care Adult services Environmental Services Legal Services Education Services Property Assess Services Streetscene and Greenspace Events Management teams
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Person specification

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Knowledge	
Security procedures and regulations	
Code of practice and operating procedures for CCTV systems, including the Data Protection legislation and the Surveillance Camera Codes of Practice.	
Basic health and safety at work requirements, including Manual Handling	
CCTV and alarm monitoring / call handling systems	
Knowledge of keyholding and key management systems.	
Principles of customer care and client focused service delivery	
Knowledge of Telecare alarm handling and operating procedures and Telecare Standards Association codes of practice.	
Skills and Abilities	
Able to liaise with people and agencies using telephone and radio systems and Airwaves Communications.	
Able to understand and follow laid down procedure.	
Skills in patrolling, man guarding and alarm response	
Able to monitor telecare alarm systems and follow procedures to provide an appropriate respond to the end user.	
Able to understand and operate security systems. Including key management systems, and alarm management systems.	
Effective communication skills for a range of audiences and mediums.	
Basic knowledge of Highway procedures to safety section of a highway.	
Must be able to manage and prioritise workloads to ensure agreed deadlines are met.	
Able to monitor activities and take appropriate action.	
Able to use CCTV systems and surveillance skills in response to Crime and Antisocial Behaviour.	
Operating CCTV systems and processing requests for CCTV evidence.	
Use of IT technologies	

Work with other organisations and service providers
Evidence of achieving performance and targets
Qualifications
A good standard of education in order to read and understand procedure manuals and guidance
Hold Security Industry Authority CCTV Operators License
Hold Security Industry Authority Door Supervisors Licence or Guarding Licence or Close Protection Licence.
Special Requirements
<ul style="list-style-type: none"> • Possession of a current Full UK driving license • A uniform will be provided, as well as protective clothing, which should be worn as appropriate in accordance with the needs of the service • Willing to attain a first aid certificate <p>Able to work shift patterns including night working and bank holidays.</p> <ul style="list-style-type: none"> • The post holder will also be subject to pre-employment screening in accordance with BS7858:2019. They will also be screened in accordance with the Disclosure and Barring Service. The post holder will also require to have security clearance through vetting to Non-Police Personnel vetting level 2. Offers of employment can only be made on the condition of successfully passing the screening process.

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