

Job Description and Person Specification



Job Description

Job Title	Monitoring and Response Officer
Grade	4
Service	Streetscene and Greenspace
Reports to	CCTV and Community Safety Manger
Location	Whitley Depot
Job Evaluation Code	



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 / Output

The Emergency Services Unit is the security arm of Coventry City Council. The Service operates 24/7 365 days a year. These 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.

Working under the Supervision of the Monitoring and Response Supervisor, The Monitoring and Response Officer will be responsible for providing the Security, Communication and Response Service on behalf of Coventry City Council.

Main Duties & Key Accountabilities

Core Knowledge

1. To operate, monitor and prioritise all security systems located within the Coventry Communications Centre, including CCTV, alarm monitoring and telecare alarms, in an efficient, proactive manner, ensuring that all work is undertaken in compliance with current operating procedures, legislation and codes of practice.
2. 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.
3. To issue fixed penalty notices for a range of environmental offences
4. When directed to, engage in security patrols and incident response situations. Including:
 - 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.
 - 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.
 - To deliver and install dispersal alarm systems, training the client to the required standard and carry out routine maintenance in accordance with the manufacturer's instructions. Providing in exceptional circumstances a personal response and assessment service.

- 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.
 - Under the direction of the controller room officers, to provide a personal surveillance service in accordance with clients' contracted requirements.
 - To attend and undertake out of hours highway related activities such as Traffic Light resetting, setting up road closures, road condition checks, sand distribution and emergency lighting; and undertake other related out of hours duties when required including civil enforcement activities and basic street cleansing duties.
 - 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.
 - 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.
5. When office based act as a first point of call and support for those officers on patrol duties.
 6. To keep accurate records of all events, incidents and messages in connection with the service and submit associated reports as necessary.
 7. 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.
 8. To liaise with West Midland Police, other agencies and colleagues on matters related to the service and be able to provide evidential records and witness statements where appropriate to the standard acceptable to the rules of evidence.
 9. To assist in the provision of out of hours services for urban traffic control and civil enforcement including signal fault reporting and bus lane enforcement.
 10. Administer initial first-aid treatment, record details if appropriate, and arrange transport to hospital if required.
 11. To assist with items of lost property and to record details in the Lost Property Register.
 12. To represent the service at appropriate meetings and forums and deputise for the Team Leader as appropriate.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External West Midlands Police West Midlands Fire Service West Midlands Ambulance Service Business Improvement District Multi-Academy Trusts Coventry Solihull and Warwickshire's Business Resilience Team. Citizen Housing Culture Coventry	Internal Adult Social Care Social Services Property Services Highways Services Streetscene and Greenspace Street Enforcement Team Regulatory Services Local Education Authority Parking Services Urban Management Traffic Control Public Realm Team Event Management Team Communications Team
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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:

N/A

Person specification

Job Evaluation Code	
Knowledge	
Security procedures and regulations	
Low level environmental offences	
Basic health and safety at work requirements	
CCTV and alarm monitoring / call handling	
Principles of customer care and client focused service delivery	
Relevant knowledge of the Biometrics and Surveillance Camera Commissioner's Code of Practice and Data Protection legislation.	
Skills and Abilities	
Able to liaise with people and agencies using telephone and radio systems.	
Able to understand and follow laid down procedure.	
Able to understand security systems, their use of application.	
Effective communication skills for a range of audiences and mediums.	
Must be able to manage and prioritise workloads to ensure agreed deadlines are met.	
Able to monitor activities and take appropriate enforcement action.	
Experience	

Dealing with people in a difficult situation in a mature sensitive and professional manner.
Issuing fixed penalty notices for environmental offences
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 Public Space Surveillance (CCTV) Licence.
Hold a Security Industry Authority Door Supervisor /Close Protection or Security Guarding licence.
Special Requirements
<ul style="list-style-type: none"> • Possession of a current car 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 • Pass security screening to BS7858 • To be cleared through an Enhanced Disclosure Barred Services check. • To be cleared for screening to Non-police personal vetting procedure level 2 (NPPV2) . • Willing to attain a first aid certificate • Able to work shift patterns including night working and bank holidays. • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.
A Criminal Record Disclosure will be required prior to appointment

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