

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	CCTV Service Supervisor (Generic JD)	Current Grade:	B001
Department:	CCTV Unit	Area:	
Reports To:	CCTV Manager	No of Posts:	
Level of vetting:	BV	Post Number:	

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

The purpose of the role is to manage the CCTV activities on a designated area in line with legal requirements and in order to meet conflicting operational priorities

The post holder will lead and manage workload of staff based on conflicting priorities. The post holder will also be responsible for managing and will be accountable for evidential integrity of all CCTV exhibits

The post holder will manage CCTV activity via relevant databases and workflow monitoring to ensure the best possible evidential product is produced to support both volume and serious crime investigations and intelligence reports.

Lead responsibility for recommendation and implementation of any new CCTV process improvements.
Responsible for CCTV compliance with public space CCTV monitoring including Human Rights Act, Data Protection Act and Regulation of Investigatory Powers Act.

Monitor Area staff overtime budgets on behalf of the CCTV Manager (London).

To represent the force on CCTV processing matters and ensure the CCTV department is fully engaged with all stakeholders and maintains its status as an important operational and investigative support resource

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

Nil

Staff Responsibilities – Direct or Non-Direct

Direct - CCTV Evidence Officers and Technical Support Officers (up to 22 staff dependant on Area)

Any Other Statistical Data

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D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Day to day operational management of all CCTV activity to support investigations

Manage, train and develop the team of Technical Officers and Evidence Officers

Facilitate clear communication between front line officers and CCTV staff to ensure alignment on investigations

Managing workload and deliver product to meet demanding timescales and targets such as SLA and KPI to ensure the best value for money is obtained and the budget is maintained in line with departmental objectives

Manage BTP's statutory obligations in achieving compliance in relation to public space CCTV monitoring including Human Rights Act, Data Protection Act and Regulation of Investigatory Powers Act

Manage, review and validate all Area-wide requests for CCTV, liaising with requestors, Police Officers and Train Operating Companies as necessary; first point of contact for any complex enquiries; ensure all CCTV requested from 3rd parties is obtained in accordance with SOPs

Ensure the production of best possible evidence and ensure compliance with SOPs

Use the intelligence system and other force systems to re-prioritise the team's work dynamically to meet high priority requirements

To report on and make recommendations to Senior Managers on the operation and compliance of CCTV data force-wide. Provide assistance with audit reports. Quality control evidence packs produced, including those produced at remote sites

Ensure accurate database records are kept of all work carried out by all staff at all times in order to provide management data for reporting purposes and to ensure that evidence is stored according to the Force's policies and procedures. Provide recommendations in terms of storage and database future improvements

Manage the reporting and resolution of equipment faults in a timely manner

Represent BTP at Courts and to give evidence as required

Supporting the management and working with other Supervisors in order to develop the annual CCTV plan and to improve performance. Regularly deputise for CCTV Manager (London) as the CCTV representative for their specific aligned Areas at Area Management Team (AMT) meetings, rail stakeholder meetings and outside agency meetings.

Undertake any additional duties commensurate with the grading and responsibilities of the post under the direction of line management

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E. DECISION MAKING:

Make decisions

Make decisions relating to staff performance (including Unsatisfactory Performance Procedure), welfare, development and training in line with force and departmental policy.

Arbitrate on CCTV requests from Police Officers to ensure proportionality relative to the crime (make decisions on whether CCTV requests are reasonable in relation to the offence e.g. viewing 10 hours of video could be disproportionate for a bike theft) and manage the expectations of requesting Officers.

Allocate workloads to all Area CCTV staff ensuring that priorities are met and deadlines are adhered to. Manage all pending workloads through re-allocation and re-prioritisation to ensure a fair distribution of tasks in keeping with individual roles.

Attend meetings with both internal and outside organisations and make strategic decisions on the use of CCTV resources in order to meet their specific needs.

Manage all requirements for staff overtime in order to ensure that they are justified and necessary, and submit such requests to the CCTV Manager (London) for approval.

Significant say in decisions

To decide if CCTV footage is suitable for in-house post production or whether it requires outsourcing to a commercial business.

Assess and make a decision on whether to escalate any sensitive aspects of CCTV footage (such as political impact) to Line Manager.

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

CCTV Management Team, Evidence Officers, Technical Officers, Police Officers, Area Management Teams

External

Transport industry, Government Departments, Commercial Enterprises and CCTV Industry

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

Level 5 Professional Diploma/HND (or equivalent) in any CCTV discipline

Proven track record in successfully meeting SLA and KPI related delivery of service

Proven ability to manage workload of staff based on conflicting operational priorities

Management and accountability for evidential integrity of all CCTV exhibits

Good working knowledge of Legislation relating to public space CCTV monitoring including Human Rights Act, Data Protection Act and Regulation of Investigatory Powers Act

Significant demonstrable people management skills working within a dynamic operational environment

Experience:

Management of operational staff (2-5 years)

Management within an operational or investigative environment

Processing of digital and analogue video formats

Database management

Rostering

Skills:

Significant demonstrable people management skills working within a dynamic operational environment

Sound judgment

Ability to manage conflicting priorities

Excellent communication skills with staff at all levels

Manage detail whilst maintaining a broad overview

Work in accordance with organisational policy and procedures

Knowledge:

Microsoft Office

CCTV system types and digital storage media

CCTV viewing software

CCTV enhancement and processing techniques

CCTV evidence package production and evidence audit trail

Desired Criteria:

Qualifications and Training:

Level 4 Professional Diploma/Certificate of Higher Education (or equivalent) in IT

Experience:

Court procedures and presentation of CCTV evidence

Railway industry

Skills:

Knowledge:

Rail industry

Software used in a police environment

How criminal investigations and police operations are conducted

- H. ANY ADDITIONAL INFORMATION:** *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

Shift work required

The post holder will be required to work the hours necessary to provide the management and direction of staff and operations

Management of staff who have been involved with viewing and processing images which could be sensitive and potentially distressing (e.g. railway fatalities).

Must be self motivated and exercise both initiative and discretion. The post holder will be expected to ensure shift cover at all required times and be able and willing to cover as necessary

Mainly office based but some traveling will be required

I. AUTHORISATION DETAILS

Prepared By: Mark Leahy

Date: 02/03/2011

Area Commander /FHQ Peter Rowe

HoD:

Date: 02/03/2011

Evaluation Panel:

Date:

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