

Job Description

A Post Details	
Job Title: Investigation Support Officer	Grade: A005
Department: CCTV	Division: Select Division
Reports to: Service Delivery Supervisor	Contract Type: Select Contract Type
Level of Vetting: Baseline	Numbers in Post: 35
B Purpose of the Post	
To proactively gather, collate and disseminate real time CCTV footage. Identify forensic opportunities that will aid investigations and consult with investigating officers and Scenes of Crime Officers. Produce evidential downloads of CCTV and still images to the highest evidential standards.	
C Dimensions of the Post	
Financial – Direct or Non-Direct None Staff Responsibilities – Direct or Non-Direct None Any Other Statistical Data	
D Principal Accountabilities	
<ul style="list-style-type: none"> Proactively monitor and react to live time incidents, reviewing cameras and pushing feeds to control rooms as required Respond to taskings and support live Police operations and events taking place at railway locations Identify suitable opportunities to provide fast-time evidential CCTV downloads in line with force and departmental priorities Identify crime patterns and proactively monitor identified stations raising logs with the control rooms as appropriate Conduct CCTV reviews to support Police investigations and incidents Download evidential CCTV both remotely and externally using proprietary and bespoke software Upload footage to BTP's Digital Evidence Management System as master evidence or produce as physical media as required. Ensure evidential integrity of all produced evidence and audit trails are maintained Apply forensic controls to all evidence produced ensuring national and force guidelines are followed Undertake administrative duties including the recording and logging of all activity undertaken in relation to the role Co-ordinate and respond to all customer service enquiries in a prompt, professional and helpful manner to drive forward the department's focus on customer service. Liaise with Train Operating Companies and third party premises. Coordinate the prioritization and collection of CCTV footage ensuring efficient use of time Triage submitted requests and allocate to the relevant person or team in line with departmental objectives Provide operational support to BTP areas for pre-planned operations and events Undertake sensitive taskings, including review of fatalities, including initial assessments of the images in order that fast time decisions are made and the correct information quickly disseminates Support officers from within BTP, Home Office forces and Government agencies in reviewing CCTV Report any system faults encountered during the viewing or downloading of footage Complete witness statements to evidence work undertaken. Attend court to support and present CCTV evidence 	

- Escalate issues to line manager as required
- Ensure comprehensive handovers are completed for the next shift
- Support new staff by training and mentoring as required
- Understand and apply the requirements of ISO17025/ISO17020 as defined by the BTP quality management system and department specific technical documentation.
- Write, review and apply documentation in relation to obtaining and maintaining ISO17025/ISO17020 accreditation.
- Carry out the role as internal auditor for ISO standards and forensic regulatory codes.
- Undertake any additional duties commensurate with the grade and responsibilities under the direction of line management

E Decision Making

- Initial assessment of images, including fatalities used to inform Gold, Silver and Bronze commanders
- Make decisions around the prioritisation of tasks including downloading of CCTV based on retention periods
- Make fast time decisions on what footage should be downloaded to support live incidents/investigations
- Decide which system settings are used when downloading CCTV based on national guidance and local procedures

F Contact with Others

Internal

- CCTV management team, Evidence Officers, CCTV Forensic Imaging Officers, Justice Department, Police Officer/staff, FCRL and FCRB duty officers

External

- Transport industry, commercial industries, private residencies, Police forces, government agencies including frequent international visitors to the Ebury Bridge facility

G Essential Criteria

Qualifications and Training:

- Educated to A level
- Trained to or capable of achieving SIA/BTEC Level 2 CCTV Control Room Operator within probationary period

Experience:

- Experience of working in a CCTV or video related environment (or relevant training)
- Demonstratable experience in the use of CCTV systems

Skills:

<ul style="list-style-type: none"> • Ability to remain calm under pressure • Excellent communication and interpersonal skills • Problem solving technical issues related to this discipline • Excellent IT skills including use of digital video files and codecs
Knowledge:
<ul style="list-style-type: none"> • Working knowledge of Microsoft Office applications • Knowledge of digital media formats and codecs • Knowledge and understanding of national guidelines around the capture and processing of CCTV and other video imagery
Desirable criteria:
<ul style="list-style-type: none"> • Knowledge of how criminal investigations and operations are conducted • Knowledge of relevant legislation (GDPR, RIPA) and their application in the CCTV environment • Knowledge of production of evidence and audit trails
H Additional Information
<ul style="list-style-type: none"> • The postholder may be required to work a 24/7/365 shift pattern • The postholder may be required to travel to locations across the country <p>The role will include viewing sensitive and potentially distressing imagery including scenes of violence and fatalities</p>
<p>For Panel to complete only:</p> <p>Line Manager Approval: (this is only signed off when the line manager has approved the final version)</p> <p>Panel Approval: (this will only be signed off once the job has gone through the Job Evaluation Panel)</p> <p>Date: Click or tap to enter a date.</p>

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to [People & Culture Policy & Reward inbox](#)

You will be advised of a panel date following receipt of the submission