

Role Profile

Job Title:	CCTV and Intelligence Manager
Location:	Colindale Office, 2 Bristol Avenue
Department:	Community Safety Team
Directorate:	Assurance & Public Protection
Grade:	M
Salary Range:	£67,794 - £75,070
Reports to:	Head of Community Safety, Enforcement, CCTV and Intelligence

1. Job Purpose:

To ensure a high availability network service for the Councils CCTV Public Space Surveillance and monitoring service.

To be responsible for delivering the councils statutory responsibilities in regards to the UK governments Amended Surveillance Camera Code of Practice

To be responsible for the councils compliance with Section 33(1) of PoFA 2012, a relevant **authority is under a duty** to have regard to the code when, in exercising any of its functions, it considers that the future deployment or continued deployment of overt surveillance camera systems to observe public places may be appropriate.

To support with the SD-WAN core network monitoring and interlink with CCTV Virtual Local Area Network (VLAN) infrastructure and CCTV connections. Where required, conduct network fault investigation to identify root cause and methods to rectify / resolve network connections and connectivity.

Responsible for ensuring the maintenance of all CCTV related clients, Video Management software application, and operating systems in line with the maintenance contract agreement.

Responsible for all LAN and NGFW configuration requests and maintaining technical construction file, network designs and topology including revision and version controls.

Responsible for carrying out specific Video Management system and camera configurations with local directory and storage vault – responsible for the management and configuration of user access, cloud access and access control including RFID readers.

To build effective working relationships with 3rd level service providers, suppliers of maintenance and support services where appropriate to ensure the repair or maintenance of network related components.

To effectively, proactively, and consistently manage CCTV monitoring and the collation of intelligence for the Community Safety Team, as well as maintain all CCTV related contracts and partnership relationships and arrangements.

To identify and develop opportunities for new innovation and investment in the growth of the CCTV service.

To liaise extensively with a wide range of internal departments, regulatory organisations, and council partners to deliver high quality CCTV services which contribute positively to public protection in Barnet.

To gather and record intelligence for the purpose of the reduction and detection of crime, reducing the fear of crime, disorder and antisocial behaviour by the development, promotion, and maintenance of a comprehensive 24-hour, 7 day a week intelligence system including the borough's CCTV surveillance service.

To deputise for the Head of service where required to ensure correct reporting to the Assistant Director is maintained.

To assist the Head of Service with budgeting and finance monitoring of project spends and income generation.

2. Key accountabilities:

- To lead operational administration and system maintenance of Body Worn Video, CCTV and intelligence systems.
- To oversee the use and functionality of the ECINs case management system for the purpose of collating intelligence and compiling crime statistics.
- To oversee implementation of new CCTV redeployments for the purpose of gathering intelligence for crime hotspots
- To oversee and manage the CCTV control room and where necessary provide inhouse training on the use and functionality of the video management system and Control room operations.
 - Maintain all CCTV network operating manuals and technical construction files ensuring all change control process is adopted and documented.
- Manage the data sharing and aggregation of the MET Police ANPR cameras and support with any technical faults.
- To jointly manage the CCTV Maintenance, Monitoring and ECINs contracts with the Assurance Contracts and Partnership Lead, with reference to key performance indicator outputs, taking swift remedial action in accordance with the contract where performance falls below expected standards.
- To respond to CCTV network outages and prioritise resolution of network problems and determine whether external support is required. Allocate tasks between service partners, including recording requests, following up calls and implementing a maintenance schedule – where required liaise with numerous external support partners.
- To ensure all Control room hardware and operating system firmware updates are maintained including the enterprise video management system, cameras and edge devices.
- To support with camera faults and diagnostic required to identify root cause and arrange for rectification. Where required, liaise with the relevant operators and arrange for joint attendance to identify faults related to street furniture and electrical supplies. To support

the business support function and oversight of service budget monitoring, invoices and purchase orders maintaining relevant finance trackers.

- To identify and secure ongoing external investment in the CCTV service, identifying potential inward investment opportunities and clients in line with agreed Service Level Agreements.
- To achieve annual inward investment targets to sustain and develop the CCTV service.
- To compile an annual camera and infrastructure investment plan, designed to with reference to camera and infrastructure priority, age and MPS input.
- To produce, update and deliver a CCTV strategy and intelligence reports for the borough and all associated policies and supporting strategies as required. Present briefings and annual reports when requested.
- To undertake regular quality reviews of CCTV locations in the borough with reference to best practice, legislative change, and benchmarking, implementing, and adopting resulting recommended actions.
- To project manage the deployment of the re-deployable camera network with reference to analysis and intelligence and input from senior Police partners.
- To support the CCTV project and meeting with delivery partners on the provision of services as part of the Council CCTV upgrade programme.
- To conduct CCTV site surveys and produce feasibility assessment reports and specifications for the installation of components.
- To develop and sustain regular intelligence-sharing mechanisms and partnership relationships to enable effective CCTV monitoring.
- To liaise extensively with contractors, partner agencies, Council departments and other service users to further enhance the partnership-based approach towards CCTV service delivery and to review the existing relevant service level agreements, protocols and working practices.
- To ensure compliance with all relevant legislative frameworks and deadlines as these relate to requests for information regarding the service, and ensure contractor adherence to such requests – e.g., footage requests.
- To provide technical advice on CCTV issues and provide detailed advice and guidance to senior managers, elected members, citizens, service users and other stakeholders as required.
- To, in accordance with General Data Protection Regulations, produce effective information sharing protocols, in line with the principles outlined within the relevant Acts, reviewing and updating these on a regular basis and in response to changes in legislation and/ or partnership arrangements.
- To maintain, update and publish all CCTV related documentation in line with the Councils Records and Information Management.
- To support the Head of Community Safety, Enforcement, CCTV and Intelligence in preparing the annual Community Safety Plan and Strategic Crime Needs Assessment gathered from intelligence sources.
- To work closely with the Community Safety Operations Manager to establish crime trends and identify suitable remedies to crime and disorder in the Borough.
- To manage and oversee the implementation of new CCTV project involving the deployment of CCTV for the purpose of gathering intelligence for crime hotspots.

- To effectively manage the reporting of all CCTV related faults through various reporting systems and provide weekly updates to key stakeholders.
- To manage CCTV deployed for Council services and ensure requirements are met per service levels agreements.
- To assist with all RIPA requests and requirements for investigations where applicable following relevant legislation and Council procedures and guidelines.
- To work closely with police and other partnership colleagues in relation to intelligence gathering for offender management, gang's activities, counter fraud, PREVENT, Hate Crime and any criminal investigations.

3. Health and Safety Responsibilities:

As a manager of the London Borough of Barnet, you are required to:

- Abide by of Barnet's health and safety policy, associated arrangements for managing, and implement the manager's responsibilities set out therein.
- Complete mandatory health and safety training
- Ensure risk assessments are in place for all task/activities where there are significant hazards, including stressors that could have an adverse effect on staff wellbeing. Identify and implement controls. Ensure staff are aware of the risk assessment findings and trained in the use of controls measures.
- Monitor health and safety compliance arrangements and act where there are concerns
- Include health and safety in regular management team meetings
- Lead by example, monitor and enforce health and safety compliance of staff

4. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

5. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

The Community Safety Service operates seven days a week across the borough and the Senior CCTV and Intelligence Manager is required to work flexibly in undertaking the duties and responsibilities of the post as required.

The post holder will be expected to be part of an on-call rota. When on call the post holder will be available to respond to incidents within the Borough outside of business hours. In addition, the post holder should also be prepared to attend evening and weekend meetings as required.

6. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
A degree level qualification in a relevant discipline or experience and a portfolio of evidence of professional development where no degree is held.	Essential	Application/Interview
CCTV SIA Licence CompTIA Network + Certification Practical CCTV installation Level 3	Desirable	Application/Interview
UK Driving Licence	Essential	Application/Interview
Experience & Knowledge		
Previous experience in a similar role for at least one year with a proven capacity to work constructively, strategically and operationally, in teams and multi-agency partnerships, producing Intelligence led evidence-based outcomes.	Essential	Application/Interview
Knowledge and experience around various network transmission monitoring and management.	Desirable	Application/Interview
Knowledge and experience around CCTV technology and experience on managing and delivering innovative projects.	Essential	Application/Interview

Proficiency with the use and functionality of Enterprise Video Management systems and engineering configuration	Essential	Application/Interview
Knowledge and experience of working within a criminal justice setting, with in depth knowledge of police tactics and operations.	Desirable	Application/Interview
Up to date working knowledge of enforcement legislation applicable to the Council's Community Safety function(s) including the Crime and Disorder Act 1998, Police and Criminal Evidence Act 1984, Clean Neighbourhoods and Environment Act 2005, Environmental Protection Act 1990, Anti-Social Behaviour, Crime and Policing Act 2014 Act and how the criminal Procedures and Investigations Act 1996 (including the codes of Practice) and Regulation of Investigatory Powers Act 2000	Essential	Application/Interview
Up to date working knowledge of Data protection legislation applicable to Public Space CCTV including GDPR/DPA 2018, RIPA 2000, Biometrics and Surveillance Camera Commissioner and Code of Practice and Information Commissioners Officer guidelines. Subject Access Request & Freedom of Information Request,	Essential	Application/Interview
Experience of securing funding for delivering community safety interventions	Desirable	Application/Interview
Experience of securing funding as part of permitted development and community infrastructure levy and section 106 agreements.	Desirable	Application/Interview
Awareness of local authority structures, duties and responsibilities and working within a political environment with a proven ability to handle the Member/Officer interface effectively and professionally in a way that establishes confidence, credibility and trust.	Desirable	Application/Interview
Awareness of the recent legal, policy and practice developments in the field of community safety and crime reduction and all aspects of Intelligence gathering.	Desirable	Application/Interview
Practical knowledge of the workings of Community Safety Partnerships and the role of the wider partnership agencies.	Desirable	Application/Interview
Experience of delivering complex crime reduction and community safety projects.	Desirable	Application/Interview
Experience in performance management and improving performance.	Essential	Application/Interview

Experience in writing and delivering partnership strategies, and policies, successfully negotiating joint working and shared objectives	Essential	Application/Interview
Experience in managing staff and strategic and operational policy development	Essential	Application/Interview
Excellent leadership skills, effectively managing virtual multiagency teams and partnerships, delivering complex areas of community safety work.	Essential	Application/Interview
Proven record of achievement in delivering: <ul style="list-style-type: none"> - service improvement - logical and effective decision making - high quality, accurate and timely work 	Essential	Application/Interview
Skill & Ability		
Highly competent in the use of standard Microsoft Office products such as Word, Excel, PowerPoint and Outlook.	Essential	Application/Interview
Proven competency to handle confidential/sensitive personal information in an appropriate and secure manner with an understanding and acceptance of how this benefits the efficiency, effectiveness and safety of the service.	Essential	Application/Interview
Ability to organise own workload to meet targets and deadlines	Essential	Application/Interview
Ability to work as part of a team and on own initiative.	Essential	Application/Interview
Self-motivated, flexible and resourceful as well as trustworthy and reliable	Essential	Application/Interview
Ability to advise, persuade and influence stakeholders in a professional and effective manner.	Essential	Application/Interview
Excellent written and verbal communication skills.	Essential	Application/Interview
Able to engage with the public and local businesses (i.e., in relation to government guidance)	Essential	Application/Interview
Evidence of ability to prepare and deliver presentations or briefings of potentially complex issues in an effective and clear style using easy read formats where necessary.	Essential	Application/Interview
Strong communication skills with the ability to: <p>Manage media and communication ensuring confidentiality and sensitivity of information.</p>	Essential	Application/Interview

Communicate effectively in oral and written forms to a wide variety of professionals, members, residents and communities from different cultures and backgrounds.		
Ability to work effectively, flexibly and constructively with colleagues in a team where team members work positively to a shared goal.	Essential	Application/Interview
Quickly establishes strong working relationships and networks with internal and external partners and embraces partnership working where relevant to deliver services most effectively and efficiently.	Essential	Application/Interview
Recognises the importance to the council of active partnership working and embraces partnership working where relevant to deliver services most effectively and efficiently	Essential	Application/Interview
Ability to provide accurate guidance, information and advice to service users, partners and members.	Essential	Application/Interview
A commitment to operate in a customer focussed environment	Essential	Application/Interview
Able to implement effective and relevant policies and procedures to deliver service and partnership objectives.	Essential	Application/Interview
Recognition of and ability to reward high levels of performance and achievement and tackle under-performance in others quickly and constructively.	Essential	Application/Interview
To provide staff supervision and training when required.	Essential	Application/Interview
Use of strong analytical and problem-solving skills to develop innovative solutions	Essential	Application/Interview
An ability to work in a high-pressure environment, with strong organisational skills to manage competing demands, work methodically, achieving targets and meeting deadlines.	Essential	Application/Interview
Capable of reviewing and evaluating results against quality standards, sharing this learning with others, and taking decisive action to ensure that plans are delivered.	Essential	Application/Interview
Commitment to ensure there is a culture of continuous improvement and embracing change.	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview

Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused - I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview