

Job Description

Job Title	Community Safety Officer
Grade	Band F
Reporting To	Emergency Control Centre Team Leader
JD Ref	CS&CE0043G

Purpose

Provide overall operations of a comprehensive 24-hour/365-day per year Emergency Control Centre (ECC) as part of the Council's commitment to community and public safety. Monitoring and operating the CCTV network to help detect and deter crime and anti-social behaviour, capture high quality evidence to allow enforcement agencies to investigate and prosecute offenders and perpetrators and to provide community reassurance and protect victims and communities.

Provide a deployable response to emergencies and targeted operations, enforcement and tactical community reassurance, working with other agencies to respond to neighbourhood issues.

Respond to emergency out-of-hours calls, providing resolution, dispatching of resources and/or the timely communication of information on emergencies to appropriate individuals and stakeholders.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Community Safety Duties & Responsibilities:

- Act as the Authority's main point of contact for emergencies and emergency planning and assist in any Council Emergency Plan, including radio communications, notifying the DMO/SDO and/or dispatch of a Community Safety Officer or other resource, as directed by the Emergency Planning Officer (or other responsible officer).
- Monitor and operate the CCTV network in accordance with the Code of Practice, Operational Procedures and any relevant legislation. Analysis of CCTV images and determination of what resources need to be deployed to the incident. Production of evidential material for processing to the Police or other agencies, clients, etc. including statements and attendance at court as a witness where required.
- Respond to Emergency Help Point (CCTV audio) activations providing reassurance, evidence gathering (if required) and co-ordination of a response (such as contacting Merseyside Police).
- Monitor and operate the radio and lone worker systems and take the appropriate actions if the lone worker fails to communicate/register.

- Triage telephone calls on behalf of the Social Care Emergency Duty Team, process referrals and prioritise calls.
- Respond to other emergencies or pressing matters, including, alarm activations.
- Undertake enforcement activity including enforcement of Council by-laws, Public Spaces Protection Orders (PSPO) and other relevant legislation, including the issuing of Fixed Penalty Notices, acting as a professional witness and attending court to give evidence.
- Provide a security presence to Council staff, contractors, clients and the public, as and when required.
- Use initiative in an emergency and take appropriate action, including first aid.
- Provide a (predominately singly crewed) deployable response to emergencies and targeted operations, enforcement and tactical community reassurance. This includes but is not limited to:
 - Providing a vehicular, foot or cycle deployment where appropriate, as well as static guarding duties.
 - Dealing with anti-social behaviour and youth disorder, attending locations where neighbourhood problems, including noise, are reported and observing incidents of a criminal nature, reporting intelligence and information to Merseyside Police, Wirral Anti-Social Behaviour Team, Environmental Health, Trading Standards and/or other agencies. Acting as a professional witness, providing a witness statement and attending court where required.
 - Operating of body-worn video, radio and mobile vehicle CCTV systems ensuring specified procedures are followed.
 - Identifying and reporting environmental issues and hazards (such as Streetscene faults, graffiti, unauthorised skips, etc.).
 - Providing advice, assistance and reassurance to the general public in relation to a wide range of enquiries.
- Act as part of a multi-agency team to support community safety activity and improve public perceptions of crime and anti-social behaviour in partnership with other agencies.
- Maintain the security of pre-loaded financial payment cards/vouchers and facilitate their issue to the respective recipient, recording accurately the award.

Communication, Engagement and Training:

- Responsible for handling incoming telephone enquiries from the public, colleagues, outside agencies and other stakeholders in a professional manner.
- Monitor and operate the Airwaves radio for real time communications with Merseyside Police.
- Request appropriate action from both in-house service and partner agencies to respond to emergencies.

Data Analysis and Decision-Making:

- Responsible for the accurate recording of the details of each enquiry and/or action, updating specified service records and databases as required.
- Responsible for the supply of accurate and relevant information in the respective circumstances in accordance with the relevant policies and procedures.
- Interpret a variety of information in relation to enquiries and advise and/or respond accordingly.
- Keep accurate reports, including evidence which may be required for court purposes and update reporting systems accurately and promptly.



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- Deal with emergency calls into the ECC out-of-hours, providing resolution and/or timely communication of information on emergencies, including, but not limited to, crime and disorder, matters affecting public land and highway, building insecurity, environmental issues, social care, etc.
- Monitor and respond to CCTV, intruder and fire alarm systems and deploy staff and resources as required.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Maintain personal knowledge of enforcement procedures and legislation to ensure compliance with current protocols and procedures.

Other:

- Any other duties commensurate with the grade.
- Maintain a good working knowledge of the geography of the borough.

Role Specific Knowledge, Experience And Skills

Qualifications

- Full current driving licence for driving motorcars and vans.
- Pre-licensed through the SIA or be willing to work towards obtaining a license in Public Space Surveillance (CCTV operation) and Security Guarding/Door Supervisor.
- *Desirable - Level 2 literacy and numeracy*
- *Desirable - First Aid at Work.*

Knowledge & Skills

- Excellent literacy and numeracy
- Ability to produce clear, succinct, and well-structured written work.
- Effective communication skills and interpersonal skills.
- Understanding of confidentiality requirements.
- Ability to work under own initiative and prioritise work where there are competing demands to meet deadlines.
- Ability to handle emotive and stressful situations, remain calm under pressure and achieve deadlines.
- Excellent time management skills and ability to organise and prioritise workload.
- Ability to work with minimal supervision and a high level of accuracy.
- Ability to work to targets, both individually and as part of a team.
- *Desirable – Working knowledge of areas such as the Data Protection Act/GDPR in relation to security settings.*
- *Desirable - Knowledge of legislative powers and policy relating to tackling anti-social and criminal behaviour.*
- *Desirable - Innovative approach to dealing with complex issues.*



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- *Desirable - Awareness of local government services and structures for delivery.*
- *Desirable - Knowledge and understanding of Restorative Practice.*

Experience

- Using media and IT packages.
- Working in an environment where confidentiality is required.
- Working in a pressurised environment.
- Dealing with customers in challenging situations.
- Collaboration and team working.
- Delivering excellent customer care.
- Thinking and working in a logical and structured manner.
- *Desirable - Operating a CCTV system.*
- *Desirable - Working in a control room/centre/community safety environment.*
- *Desirable - Working within a disciplined or uniformed environment.*
- *Desirable - Joint agency working.*
- *Desirable - Working within a highly regulated, compliance framework.*

Additional Information

- Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
- Required to work a structured shift pattern to provide out of hours evenings, nights, weekends, and public holidays staffing of this service and demonstrate a flexible approach to working shifts to cover colleagues, etc.
- Attendance and availability out of hours when necessary (to attend meetings, etc.).
- Ability to travel around the Borough frequently and work from various locations.
- Wear uniform and body worn camera.
- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level and Non-Police Personnel Level 2 (NPPV2).

Health & Safety Considerations:

- Prolonged Repetitive Movements/Actions
- Moving or handling heavy loads
- Working shifts
- Working nights
- Exposure to Noise (>80dbA)
- Lone working
- Working outside
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Driving duties
- Exposure to persons with challenging or aggressive behaviour



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**Approved By: Caroline Laing (Strategic Manager
Community Safety)**
Date Of Approval: 08/08/24



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