



Job description			
Job title	Control Room Operator		
Grade	Pay Band C		
Directorate	Safer Communities		
Service/team	Security		
Accountable to	Patrick Titman, Security Manager		
Responsible for	Control Room Operator		
JE Reference	K011737	Date Reviewed	December 2025

Purpose of the Job

The provision of security services that support the reduction of crime in Knowsley. The protection of Council assets and property from vandalism, theft and arson. Community safety including CCTV monitoring using an intelligence-based model is a key element of the role.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Alarm monitoring duties

1. Responding to fire, intruder, personal attack, open and closing alarm signals and BOLD Lone worker alarms from the BOLD GEMINI system.
2. Keeping BOLD GEMINI database up to date with accurate details of keyholders, contact numbers and call out details.
3. Contacting the appropriate person if required when any alarm signal arrives.
4. Logging of all alarm testing by engineers and other users of the system.
5. Ensure any signals not processed by end of shift are handed over to the incoming shift correctly.
6. Compiling account activity reports using BOLD GEMINI when requested



Control room operations

7. Effective monitoring of all Council based CCTV systems terminating in the control room. This should be via an intelligence led model working proactively with the Police and other agencies and including regular communication with the Directorate Crime and Disorder analytical teams.
8. Have a thorough working knowledge of all systems in use in the control room
9. Maintain confidentiality and integrity of the control room systems at all times.
10. Record and report all incidents to the correct person and take appropriate actions.
11. Must sign up and accept the Borough Code of Practice for the use of CCTV in Knowsley and ensure all relevant procedures are adhered to.
12. Comply with General Data Protection Regulation principles and Regulation of Investigatory Powers Act when using CCTV and other systems
13. Operate the access and egress barrier/intercom system for Stretton Way depot and car parks.
14. All administrative tasks associated with the post must be carried out accurately and in a timely fashion.
15. Emergency plan opened and dealt with appropriately including accurate recording of incidents as required.
16. Process all out of hours emergency work request calls to control room that require remedial action within required timeframe. Call details will be accurately logged on official form then passed on to relevant operatives for further action.
17. At all times be professional, prompt, courteous, diligent and efficient in all tasks carried out and when dealing with colleagues / Council services / residents and any other agency.
18. Deal effectively and promptly with telephone enquiries for the Emergency Duty Team and homelessness services using the agreed process.
19. Occasional use of security service two-way radio system installed in the control room.
20. Issuing of keys for vehicles if left in control room by the transport section.
21. Ensure all visitors are signed in and out of the control room.



22. Respond to alarm activations on BOLD system for BOLDSAFE lone worker following agreed processes.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.
- Attending Strategic and/or Tactical and/or Recovery Coordinating Groups with our multi-agency partners.