

POSITION DESCRIPTION

Position: CCTV Operator

Team: Security

Group: Corporate

Responsible To: Team Leader – CCTV

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora
Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki
Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Community Wellbeing and Services team.

The purpose of this position is to ensure the Hastings CBD, Flaxmere Village, Havelock North retail areas and any other place covered by the HDC owned CCTV network are places that are safe and welcoming for everyone who visits them by:

- Actively monitoring the CCTV network
- Reporting any relevant crime and anti-social behaviour
- Building and maintaining relationships with Police, security contractors and other Council staff
- Abiding by relevant Privacy Act and CCTV Policy requirements

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil defence activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has a Staff Policy & Information Manual which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have responsibility are:

General

Actively monitoring the CCTV network by:

- Proactively monitoring cameras throughout shifts (including day, late and night shifts)
- Focussing camera displays on areas that are subject to high levels of crime and anti-social behaviour, eg. Cameras outside licensed premises on Friday and Saturday nights.
- Troubleshooting any minor issues with the camera network
- Reporting any camera issues to team leader or security provider where fault cannot be immediately be fixed.

Reporting any relevant crime and antisocial behaviour by;

- Using police and HDC radios/phones to coordinate responses to any identified incidents that require attendance.
- Using all available cameras to gather evidence and ensure footage saved for future review if required.
- Completing daily shift reports with summary of activity undertaken.
- Completing written statements as required by Police (including giving evidence in Court if needed).

Abiding by relevant Privacy Act and CCTV Policy requirements;

- Complying with the provisions of the CCTV Community Safety Camera System Policy, Internal Facility CCTV and Live Streaming Policy and the Privacy Act 2020 at all times.
- Ensuring the CCTV footage request form is completed and saved whenever footage is released (and also includes complying with the provisions of the Local Government Official Information and Meetings Act 1987).
- Ensuring the CCTV Operating Centre and computer is secure at all times.

Relationships

Building and maintaining relationships with Police, security contractors and other Council staff:

- Assisting Police with proactive reporting, in their response to incidents, and to aide in their follow up enquiries, etc.
- Regular communication with Night Security provider to assist in monitoring their safety as well as monitoring to ensure adherence to Standard Operating Procedures.

- Regular communication with CCTV provider and HDC IT team to ensure network is operating to its full capacity whenever possible.
- Providing a contact point for all after hour's calls for service to HDC facilities and relevant public spaces where cameras are located.
- Sharing any relevant information to other HDC teams. Eg. Parking counts and liquor license activities.

Key Functional Relationships

External

NZ Police
CCTV Provider
Night Security Provider
Relevant Business owners in area
Relevant Community Service providers
General Public
Community Patrols

Internal

Security Manager
CCTV Teammates
City Assist
Kaitiaki/Guardians
Facility Team Leaders
Parking Team
Other HDC Staff

Committees/Groups

Person Specification

Qualifications

Enrolled in and/or currently undertaking or willing to undertake learning in:

- Current Drivers Licence
- Experience in related security industry preferred

Knowledge/Experience

Has previous experience and or knowledge of:

- Previous CCTV monitoring and recording experience
- Excellent computer skills
- Proven customer service ethic
- Previous shift working experience

Key Personal Competencies

- Ability to professionally deal with conflict
- Demonstrate ability to fit into a diverse team culture
- The ability to communicate precisely and effectively both in writing and verbally
- High level of integrity and strong work ethics
- Be thorough, accurate and timely
- Ability to work under pressure
- Able to work under minimal supervision and display sound judgment and tact
- Able to demonstrate a well-organised approach to work with proven ability to consistently achieve deadlines

Personal Attributes

- Leadership
- Mature, even-tempered and cooperative nature
- Able to take the initiative
- Good sense of humour
- Have pride in personal appearance and attire