

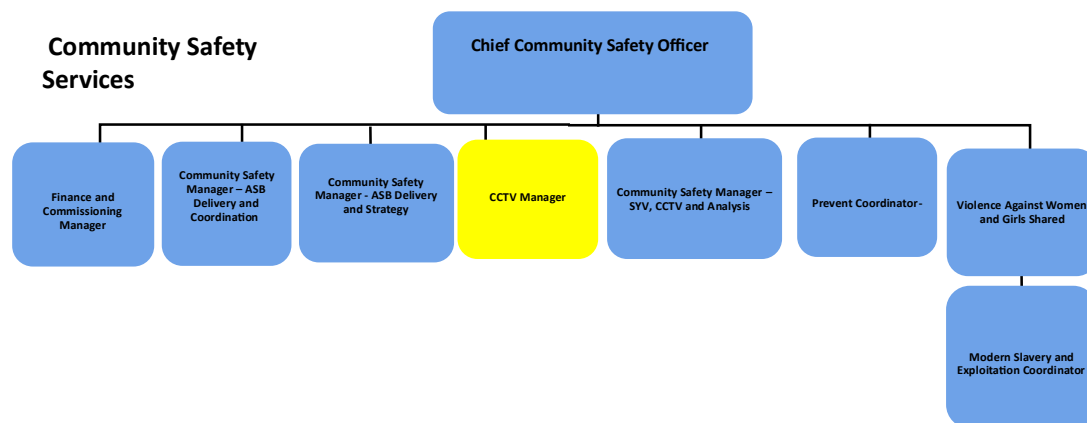
JOB DESCRIPTION

Job Title	CCTV Programme Manager
Directorate	Grenfell Partnerships
Division	Communities
Service	Community Safety
Grade	H

DBS Check Required	None
Justification for DBS	N/A
Politically Restricted	No

Responsible to:	Chief Community Safety Officer
Employees directly supervised (if applicable):	none

Family Tree (job titles only, no employee names)



1. JOB PURPOSE:

- Lead the Transformation of the Council's CCTV services ensuring a CCTV network that is effective, joined up, maximises new technologies ensuring it is fit for the future.
- Lead on the Council's public realm CCTV Transformation Programmes providing strategic direction co-ordination and management across all programme elements. This will include though not limited to planning and implementation of new systems, commissioning and mobilisation, and ensuring all activity aligns with organisational priorities, public safety objectives, and regulatory requirements.

- Oversee the delivery of the Council's CCTV Strategy leading all CCTV operational workstreams driving network improvements and ensuring effective day to day management of CCTV assets borough wide
- Lead and facilitate the CCTV operational groups including the Resident Led CCTV Advisory Group and CCTV Officers Group. Working collaboratively with residents, councillors, partners organisations and internal departments providing, guidance, expertise and administration co-ordination.

2. DESCRIPTION OF DUTIES:

- Lead the Programme management of the Council's CCTV network and associated assets, ensuring value for money and alignment with community safety objectives.
- Provide expert technical advice professional guidance on CCTV matters to senior officers and elected members supporting informed decisions on the CCTV service and projects.
- Lead commissioning activity and maintain effective partnership arrangements with the CCTV Control Room Service to support high-quality service delivery.
- Oversee the review, upgrade and lifecycle management of all CCTV camera stock, ensuring assets remain fit for purpose.
- Work in partnership with Council services, residents, partners and external agencies to develop a co-ordinated approach to addressing street related issues and improving resident satisfaction.
- Lead the revision and ongoing development of the Council's CCTV Strategy, ensuring it reflects organisational priorities, community needs, legislation requirements and emerging technologies.
- Lead on co-design and development of the Council's CCTV services including oversight of the CCTV Advisory Group, to ensure residents and stakeholders are actively engaged and empowered to shape service improvements.
- Produce reports for Members, ensuring appropriate consultation, incorporation of feedback and monitoring of decision implementation within agreed scales.
- Lead and coordinate the internal Council Officers CCTV Group, bringing together relevant departments to strengthen collaboration and ensure a consistent approach to CCTV-related activity.
- Manage the Public Realm CCTV budget, providing financial oversight and managing payments to ensure resources are used effectively and responsibly.
- Ensure CCTV cameras are installed and maintained in the most effective locations through regular review, performance monitoring and evidence-based decision-making.
- Lead on the Neighbourhood Community Infrastructure Levy (CIL) for CCTV cameras, co-ordinating their placement in partnership with residents, the Police and Councillors.
- Provide accurate, timely information and high-level advice to Councillors and senior managers on CCTV matters, supporting a coordinated approach wide borough.
- Manage and respond to enquiries from residents and Councillors regarding CCTV projects and programmes, ensuring clear, timely and high-quality correspondence.

- Work in partnership with Council services, the Police and other external agencies to support community safety problem-solving initiatives where CCTV forms part of the response.
- Monitor and report on the performance with CCTV service providers, ensuring contractual requirements are met and contributing to performance reporting for the Chief Community Safety Officer and the CCTV Advisory Board.
- Develop and lead programmes of resident and stakeholder engagement that build strong relationships and support delivery of the CCTV Strategy and wider Community Safety priorities.
- Co-ordinate and maintain an accurate and up to date asset register for all Council-owned public space CCTV cameras and associated equipment.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	CCTV Programme Manager
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Resilience:

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Professional knowledge and understanding of CCTV management standards and best practice, equivalent to BTEC Level 4 Managing CCTV Control Rooms.
C	Skills; Experience and Attitude - Extensive technical and operational knowledge of public space and/or estate-based CCTV systems - In depth knowledge of the relevant legislation and regulatory frameworks relating to CCTV, including the Data Protection Act, UK General Data Protection Regulations and Regulation of Investigatory Powers Act - A strong understanding of emerging CCTV technologies and how these can be utilised to

	enhance the CCTV offer within RBKC • Demonstrate experience of the infrastructure, power, communications, resources and processes required to manage and develop an effective public realm CCTV system • Experience of negotiating and implementing commercial contracts • Proven ability to manage stakeholders delivery effective engagement building and maintain strong partnerships with statutory and non-statutory partners to achieve shared objectives. • Evidence of successfully identifying managing and mitigating risks including service, commercial, financial and procurement risks with an understanding of the political and organisational context. • Strong analytical, innovation, and problem-solving supported by relevant industry experience. • Excellent interpersonal and communication skills, with the credibility to build positive working relationships at all levels and across sectors both internally and externally • Ability to influence, negotiate and develop and maintain sustain effective business networks.
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs.

	Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.