

Role Profile

Security Officer CCTV Operator

Directorate: Enabling Services

Swindon Borough Council

Role Profile: Security Officer / CCTV Operator	**Role Profile Number:** SBC_10022
Directorate: Enabling Services	**Reporting to:** Senior Operator / Security / CCTV Manager
Grade: CFL 3	**Date Prepared:** 22 September 2026

Our Values

Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.
We HEAR – each other and the people we serve
We CARE – about our colleagues, our residents and our community
We ACT – with integrity, accountability and purpose
We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

To monitor and operate CCTV systems to support the safety and security of people, property and assets. The role observes live and recorded footage, identifies suspicious activity and responds appropriately in accordance with Council procedures and legal requirements.

The post holder operates within the CCTV control room environment, maintains accurate records, supports investigations and communicates with security personnel, emergency services and management. The role also assists with the Emergency Planning Control Centre for Swindon Borough Council.

Key responsibilities and accountabilities:

- Monitor live CCTV feeds across multiple screens and locations.
- Identify, investigate and report suspicious behavior, incidents and security breaches.
- Operate CCTV recording, playback and archiving systems.
- Maintain accurate logs of incidents and daily activities.
- Communicate effectively with security personnel, emergency services and management.
- Respond promptly and appropriately to alarms and incidents.
- Ensure CCTV activity complies with relevant data protection requirements, including the Data Protection Act and UK GDPR.
- Conduct routine system checks and report faults or malfunctions.
- Assist investigations by reviewing recorded footage.
- Maintain the confidentiality and security of surveillance information.
- Assist with the Emergency Planning Control Centre for Swindon Borough Council.
- Assist with Mayoral duties when required.

Supplementary Accountabilities

- Work shifts including nights, weekends and holidays as required.
- Work effectively in a control room environment involving prolonged screen monitoring and high-pressure situations requiring timely decisions.

Managerial

- No direct managerial or supervisory responsibilities are stated in the source role profile.
- Budget/resource management responsibilities: To be confirmed.

Professional

- Maintain effective communication with security colleagues, emergency services and management.
- Apply knowledge of CCTV/control room operations, data protection requirements and surveillance confidentiality.

Decision making

- Assess live and recorded CCTV information, identify suspicious activity or security breaches and determine the appropriate response in line with procedures.
- Prioritize and respond to alarms and incidents, escalating or communicating with relevant personnel and emergency services as appropriate.

Creativity and innovation

- No specific creativity or innovation accountability is stated in the source role profile.

Job Scope

- Number and types of jobs managed: N/A - no direct reports stated.
- Budget Holder: No responsibility stated.
- Budget Value: N/A / To be confirmed.
- Asset Responsibility: CCTV monitoring, recording, playback and archiving systems; financial asset value to be confirmed.

PERSON SPECIFICATION

Qualifications:	**Essential or Desirable**
• Valid CCTV Operator License (SIA CCTV license in the UK). • GCSEs or equivalent.	E D
Knowledge and Experience:	
• Knowledge of relevant data protection legislation, including the Data Protection Act and UK GDPR. • Basic understanding of security systems and control room operations. • Previous experience in security or surveillance.	E E D
Aptitudes, Skills and Competencies:	
• Strong attention to detail and good observational and analytical skills. • Ability to remain calm under pressure and make timely decisions. • Ability to multitask and maintain focus for long periods. • Basic IT and technical system knowledge. • Integrity, discretion and ability to maintain confidentiality. • Excellent communication skills.	E E E E E E

Special Conditions of Recruitment:	
• Ability to work shifts, including nights, weekends and holidays. • Ability to work for prolonged periods in a CCTV control room environment. • Valid SIA CCTV Operator License.	E E E

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

Political restriction status: To be confirmed.




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