

Position Description

POSITION DETAILS	
Date of PD	November 2019
Position Title	Control Room Co-ordinator (Temporary)
Position Grade	9
Directorate Business Unit	City Strategy and Development - City Safety and Security
Reports to	City Safe Operations Manager
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

This position co-ordinates a team that provides physical security and alarm monitoring services to the City's properties. The team is responsible for the protection of staff and assets and for the provision of 24-hour security services to all areas of the City including the administration of alarm and CCTV systems. This position provides leadership and co-ordination to the security staff who also provide a highly effective, efficient and responsive CCTV monitoring and reporting service for the City of Parramatta's Citysafe Video Surveillance System in conjunction with NSW Police, for the purpose of preventing and reducing crime across the Parramatta Local Government Area.

KEY RESPONSIBILITIES

- Co-ordination of the provision of security services 24 hours to all areas of the City including the management and administration of alarm and CCTV systems.
- Co-ordinate and train monitoring staff and contractors in the use of CCTV, security systems and procedures.
- Assist in the development, implementation and maintenance of appropriate operational systems, reporting systems and procedures to facilitate the operational objectives of the unit.
- Manage and co-ordinate the monitoring staff and contractors to ensure that a high level of physical security and surveillance is maintained at all times.
- Ensure that security services are provided and maintained in accordance with policies and procedures.
- Continuous commitment in improving work practices and the implementation of new procedures where required.
- Develop and implement standard operating procedures for control room operations and ensure compliance by all staff working in the control room, including random and programmed dip sampling.
- Co-ordinate authorised requests for video evidence from NSW Police, other law enforcement and security agencies, Council staff and in response Court orders or other authorised releases.
- Quality checking of video evidence packages to ensure all relevant evidence is included and complies with privacy and other legislative provisions.
- Co-ordinate and quality check Evidence Statements and subpoena responses.
- Provide statements and give evidence in Court in relation to CCTV evidence when required.
- Co-ordinate monitoring of access control systems and control daily issue of keys, contractor passes and temporary access control cards to authorised persons.
- Monitor alarms across council facilities and dispatch guard patrols as required.
- Co-ordinate scheduled remote testing of duress alarms with site managers and the Security Systems Officer.
- Ensure that staff notify technical problems effecting equipment to the Security Systems Officer promptly.
- Strictly adhere to Code of Practice and Standard Operating Procedures.

- Ensure all tasks are completed in an appropriate and timely manner.
- Maintain comprehensive electronic and physical records in accordance with Standard Operating procedures and Policies.
- Provide advice in regard to a range of other incidents that may be reported by stakeholders.
- Other related duties as required.
- Ensure to take reasonable care of the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with Council to comply with WHS legislative obligations.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

Knowledge	
Qualifications (Level)	<ul style="list-style-type: none"> • Hold and maintain a minimum current Class 1E NSW Security Licence or be prepared to obtain one prior to employment
Experience	<ul style="list-style-type: none"> • Minimum 5 years experience in a similar role preferred. • Demonstrated transferrable skills gained in another role. • Demonstrated experience in supervising teams.
Skills	<ul style="list-style-type: none"> • Highly developed oral and written communication, interpersonal, negotiation skills, an excellent telephone manner, the ability to write clear concise reports and good working knowledge of computer and associated programs. • Demonstrated experience in security, security systems, emergency management systems, including CCTV, alarm monitoring, access control, and fire systems. • Ability to perform calmly and effectively in emergency situations. • High attention to details and ability to provide excellent customer service to a diverse range of clients. • Demonstrated ability to initiate action, exercise sound judgment and decision making. • Be able to sit and maintain concentration for prolonged periods of time.

Acknowledgement:

I,.....acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature..... Date:

Manager's Signature..... Date: