

Job Description

A Post Details	
Job Title: CCTV Service Delivery Manager	Grade: B003
Department: Criminal Justice / Control Rooms and Visual Services	Division: A
Reports to: CCTV Operations Manager / FCR Manager Operations	Contract Type: Permanent
Level of Vetting: <input type="text"/>	Numbers in Post: 2
B Purpose of the Post	
<p>The postholder will be accountable and responsible for providing leadership, direction and guidance to the CCTV Team Managers within the Justice and Public Contact (J&PC) Command. The postholder will ensure the department is running consistently and ensure that team members are supported and managed effectively. To delegate and review work as appropriate ensuring day to day workload priorities are achieved and that work procedures are followed and applied to the agreed standards.</p> <p>To lead on internal CCTV projects, acting as Business Change Manager and Subject Matter Expert. The post holder will work with a range of stakeholders and oversee the entire project lifecycle as well as the implementation of strategic business plans.</p> <p>Accountable for managing the technical processing of video data and forensic CCTV recovery ensuring best practice and compliance across the departments</p>	
C Dimensions of the Post	
<p>Financial – Direct or Non-Direct Indirect Staff Costs.</p> <p>Staff Responsibilities – Direct or Non-Direct 1st Line Management of CCTV Team Managers 2nd line management of CCTV Forensic Imaging Officers and Forensic Support Officer (FSO) or CCTV Evidence Officers and CCTV Intelligence and Retrievals Officers (CIRO).</p>	
D Principal Accountabilities	
<p>CCTV Technical Expert / Project Management</p> <ul style="list-style-type: none"> • Lead complex CCTV projects, supporting the BTP Strategic Plan. This includes developing and delivering multi-faceted projects/initiatives to meet pre-defined targets. • Act as a Business Change Manager and Subject Matter Expert on all aspects of CCTV projects, linking in with other improvement initiatives across the Force to advise on implications and opportunities for the J&PC Command. • Accountability for managing the technical processing of video data and forensic CCTV recovery ensuring compliance across the command and articulating how this has been achieved to internal/external stakeholders as credible subject matter expert. • To interpret, translate and implement national standards and quality technical procedures including ISO17025/17020, Forensic Regulators Codes of Practice and Conduct and the Surveillance Camera Commissioners Codes of Practice and Third-Party Certification. • Accountable for development, implementation and maintenance of sound business practices while focusing on new ways of working, underpinned by developing a culture of continuous process improvement, enhanced customer centric service delivery and a focus on 'new technologies' with a view to process automation. • Act as technical expert within the CCTV Quality Management System. Lead on validation and/or verification within the CCTV unit, develop the validation plan, arrange validation to be carried out 	

and report outcomes. Delegate technical manager responsibilities as appropriate.

People Management

- Manage performance and development of staff in line with strategic priorities and values
- Propose, recommend and draft ongoing strategy and procedures and implement strategic business plans as set and regulated by the senior management team.
- Provide expert analysis of a wide range of data producing reports that clearly communicate findings and recommendations to senior managers.
- Provide motivation, leadership and direction to the team. Ensure effective team management including but not limited to the PDR process, sickness absence and return to work management, time management, maternity liaison, occupational health referrals, health and safety assessments and poor performance.
- Manage the induction and training of new starters, identifying training and development needs of current staff, and providing guidance and refresher training where necessary.
- Ensure staff wellbeing and the fair treatment of all in line with BTP Standard Operating Procedures (SOPs).
- Plan, manage and deliver effective communications in line with the department's communications strategy.
- Design, develop and embed a culture of continuous development by developing the induction and training of new starters, identifying training and development needs of current staff, and providing guidance and refresher training where necessary.
- Build and maintain effective working relationships between the J&PC Command and all internal and external stakeholders. Investigate and resolve any complaints that pertain to their teams from any of these parties.
- Deputise for the Operations Manager as required.
- Attend meetings as the representative for the J&PC Command including rail stakeholder and outside agency meetings.
- The Service Delivery Managers will be required to work together closely in order to have knowledge of all divisional areas in order to build resilience.
- As Forensics and/or Media/Video related expert, to represent CCTV and be actively involved in national work streams and expert network groups identifying best possible opportunities and outcomes for BTP.
- Keep up to date with technical developments and case law in relation to CCTV, researching and identifying opportunities as well as proposing and evaluating their benefits.
- Ensure staff wellbeing and the fair treatment of all in line with BTP Standard Operating Procedures.
- Ensure a cohesive approach to managing CCTV requests across all BTP divisions.
- Provide expert analysis of reports, identifying performance issues and driving continuous improvement and clearly communicate performance findings and recommendations to the SLT.
- Undertake any additional duties commensurate with the grading and responsibilities of the post under the direction of line management.

E Decision Making

Makes decisions

- Responsible for managing resources as required to support operational demand and BAU activities.
- Determine training needs for staff in order to maintain effective service delivery within the J&PC Command. Liaise with Operations Manager / Chief Inspector regarding training planning and forecasting.
- Troubleshoot day to day issues arising from officers or staff regarding CCTV related issues.
- Makes decisions in relation to CCTV projects, ensuring accurate assessment of prioritisation of competing projects, resource allocation, budgets, deliverables etc across a range of projects.
- Makes decisions around level of governance required and applied for each project and its

approvals.

- Quality assurance of project reports presented to the Justice and Public Contact Command SLT.
- Makes decisions regarding escalation of issues impacting project delivery to senior stakeholders.

Significant say in decisions

- Departmental decision making as part of the management team including the production of business cases to support future initiatives.

F Contact with Others

Internal

Justice and Public Contact Command colleagues, Divisional Superintendents, MSOC, Human Resources, Information Management, Technology, Digital Policing, Police Officer/staff.

External

Transport industry, commercial industries, private residencies, Police forces, government agencies including frequent international visitors to the Ebury Bridge facility.

G Essential Criteria

Qualifications and Training:

- Educated to degree level (or equivalent) in a forensic science or media/video related discipline.
- Trained to or capable of achieving SIA/BTEC Level 4 CCTV Control Room Management within probationary period.
- PRINCE 2 Project Management qualification (Foundation and Practitioner).

Experience:

- Significant experience of working in a CCTV or video related environment (or relevant training).
- Proven people management experience and organisational skills, negotiation, reasoning and decision-making skills.
- Demonstratable experience in the use of CCTV systems.
- Experience of leading and implementing projects and developing structures and systems that lead to increased organisational effectiveness or that significantly contributes to the strategic objectives.
- Experience of writing Business Cases to a high standard.
- Experience of working on all stages of the project development life cycle, with the ability to progress and oversee complex plans including the delivery of complex projects.

Skills:

- Able to influence and negotiate with all people at all levels, both internally and externally, in a positive and professional manner.
- Ability to remain calm under pressure.
- Excellent written and verbal communication skills.
- Strong relationship management and team working skills with the ability to establish immediate rapport utilising integrity and approachability, ensuring colleagues and staff feel able to discuss sensitive and

confidential issues.

- Problem solving technical issues related to this discipline.
- Proven I.T. and numeracy skills and able to pay close attention to detail.

Knowledge:

- **Working knowledge of Microsoft Office applications.**
- **Knowledge of digital media formats and codecs.**
- **Understand the ISO17025/17020 stand for accreditation, Forensic Regulators Codes of Practice and Surveillance Camera Commissioners Codes of Practice and Third-Party Certifications.**
- **Knowledge and understanding of national guidelines relating to public space surveillance, capture and processing of CCTV and other video imagery.**
- **An in-depth knowledge of the technical processing of video data, or an in-depth knowledge of forensic CCTV recovery.**

Desirable criteria:

- **Knowledge of how criminal investigations and operations are conducted.**
- **Knowledge of relevant legislation (GDPR, RIPA) and their application in the CCTV environment.**
- **Knowledge of production of evidence and audit trails.**
- **Knowledge of the rail industry.**

H Additional Information

- **The postholder will be required to travel to locations across the country.**
- **The role will include viewing sensitive and potentially distressing imagery including scenes of violence and fatalities.**

For Panel to complete only:

Line Manager Approval: (this is only signed off when the line manager has approved the final version)

Panel Approval: (this will only be signed off once the job has gone through the Job Evaluation Panel)

Date:

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to [People & Culture Policy & Reward inbox](#)

You will be advised of a panel date following receipt of the submission