

Job Title & Position Number: Community Safety & Crime Prevention Officer (CCTV) (Ref: 1382)

Level: 8

Line Manager: Coordinator Ranger Services

Direct Reports: Nil

Location: Civic Centre

Date Reviewed: May 2023

1. Job Purpose

To effectively coordinate the day-to-day operational management of the City's CCTV system, including setting and implementing strategic objectives that improve the functionality and capability of the system.

Liaise and engage with all stakeholders, business, community and compliance authorities to ensure that the CCTV system is providing appropriate outcomes to improve safety, whilst also reducing crime and asset damage. Provide advice internally and externally on CCTV and how this can form part of an overall crime prevention and safety system for our community utilising CPTED principles.

Responsible for ensuring compliance with the City's CCTV Management Plan as well as relevant legislation and standards, this position will ensure the ongoing functionality and capability of the CCTV system, including coordinating maintenance of the existing system, recommending and implementing upgrades and expansions to the system and ensuring effective placement and positioning of system assets.

2. Organisational Context

This position is part of the Regulatory Services Branch within the Development Services Department. In total, three (3) branches report to the Development Services Director. Other branches include City Growth, and Land, Facilities and Property Management.

3. Key Accountabilities

- Provide advice and guidance to stakeholders on CPTED principles utilising CCTV as part of an overall design philosophy.
- Ensure ongoing compliance with the City's CCTV Management Plan, including the effective delivery of action items, undertaking service delivery reviews and providing recommendations for service delivery improvement.
- Proactively monitor and manage the City's CCTV system, including but not limited to effective security management, monitoring and recording as required.

- Resolving alarms and faults, monitoring/adjusting image quality, coordinating asset repairs and maintenance and ensuring appropriate signage is posted and maintained.
- Proactively engage with the community regarding the CCTV provision within the community, its placement and use.
- Provide management, recommendations and oversight of specific CCTV projects, driving continual improvement to enhance the City's capabilities and functions whilst delivering outcomes within identified project scope and budget.
- Ensure the ongoing effective management of the public safety function, including the CCTV Maintenance Contract.
- Establish and maintain effective working partnerships with both internal and external stakeholders, providing technical advice as required to ensure security and business needs are addressed and catered for while maintaining effective oversight and delivery of the WA Police Force MOU.
- Maintain awareness of Australian CCTV technology standards, practices and relevant legislation and where necessary introduce changes to maintain the City's operational and legislative compliance.
- Deliver approved operational programs within budget, including undertaking regular reviews of expenditure and asset depreciation, maintaining asset valuations and preparing funding and grant applications as required.
- Assist and contribute towards the identification, development, implementation and review of guidelines, policies and procedures in relation to CCTV operations.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

4. Corporate Accountabilities

- **Human Resource Management & Leadership** – Participates in performance management processes; participates in L&D activities including induction, recruitment, and succession planning.
- **WHS** – Ensure duty of care compliance with WHS legislation and follow all health, safety and injury management processes appropriately, including the reporting of injuries, incidents, damage events and near hits.
- **Ethical Behaviour** – Demonstrates a positive commitment and compliance with all EEO legislation covering all forms of workplace discrimination, harassment, victimisation and bullying; compliance with the City's Code of Conduct and all City policies.
- **Records Management** - Ensures all documents are recorded in accordance with the City's Record Keeping Plan and policies and procedures. Ensures confidentiality is maintained at all times.

- **Budgets** – Manage the operational budget to ensure that expenses are controlled and monitored accurately. Report on budgetary deviations and develop strategies to enable forward planning as required.
- **Strategic Vision** - Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the City’s strategic objectives as required.
- **Values** - create a positive working environment while upholding the City’s STARS:

<p>SERVICE</p> <ul style="list-style-type: none"> • <i>We will make customers the focus of everything we do.</i> • <i>Our service will be fair, flexible, innovative and reliable.</i> • <i>We will show genuine concern for customers.</i>
<p>TRUST</p> <ul style="list-style-type: none"> • <i>We will trust the foundation of all relationships.</i> • <i>We will rely and depend on each other.</i> • <i>Our communications will be open and genuine.</i>
<p>ACCOUNTABILITY</p> <ul style="list-style-type: none"> • <i>We will honour our commitments.</i> • <i>We will take responsibility for our own actions.</i> • <i>We won’t blame others.</i> • <i>We will hold each other accountable for our actions and behaviours.</i>
<p>RESPECT</p> <ul style="list-style-type: none"> • <i>We will treat others like we would like to be treated.</i> • <i>We will listen before we talk.</i> • <i>We will seek and value the contributions of others.</i>
<p>SOLIDARITY</p> <ul style="list-style-type: none"> • <i>We will be united in our decisions.</i> • <i>We will be united in our actions.</i> • <i>Our strengths will come from interdependence.</i>

5. Selection Criteria

All criteria essential unless otherwise stated.

Qualifications and Experience

- Degree in relevant field with related experience, or lesser qualification with significant experience
- Diploma of Leadership and Management (desirable)
- Extensive experience in public safety/crime prevention and working within the CPTED principles

- Demonstrated extensive experience in system engineering, enterprise surveillance systems and video management software
- Extensive diverse experience in project management and delivery
- Comprehensive experience developing and working within budgets, including reporting on variances
- C Class Driver's Licence

Knowledge and Skills

- Highly developed negotiation, problem solving and conflict resolution skills to enable effective liaison with all people at all levels to achieve outcomes that are beneficial to all parties
- Demonstrated experience undertaking stakeholder engagement programs to deliver best practice outcomes for the community
- Ability to think strategically, developing and refining systems and processes to remain well informed of changing legislation and industry best practice
- Demonstrated ability to meet deadlines and work under pressure in a changing environment
- Demonstrated values of service, trust, accountability, respect, solidarity and a commitment to quality and continuous improvement principle