

Job Title: Campus Protection Services Control Room Operator

Unit/School: Environment and Estates

Grade: 3 A/B

HERA: EE13

Core purpose of role

To ensure the security and safety of students, staff and visitors to any Cardiff Metropolitan University Campus, by use of technological platforms employed by the University within the Control Room, ensuring all requests for assistance are attended to and that all electronic systems are running to their optimum.

Key responsibilities and contributions

- To operate and respond to all aspects of Control Room operation including emergency response.
- To operate, monitor and evaluate all CCTV systems to identify suspicious activity.
- To act as a point of contact with law enforcement agencies and ensure compliance with data protection legislation concerning any information shared.
- To maintain the University incident recording system to ensure all relevant data is captured and shared with necessary departments and trends are identified.
- Manage the dedicated emergency telephones and coordinate responses to them as required.
- Operate the University radio communication system across all sites.
- Monitor the University alarm systems ensuring activations are reacted to promptly and records maintained.
- Monitor and utilise the University mass notification system ensuring that timely notifications are sent when needed.
- Report and log, as necessary, any incidents to the emergency services and assist with coordination of a timely response.
- Report any failures of systems to the relevant department ensuring remedial action is taken to minimise any down time.

Person specification

Essential qualifications / Professional memberships

- GCSE grade C or equivalent in English and Maths

Essential experience, knowledge and skills

1. Knowledge of operations in a complex security control room setting.
2. Knowledge of how to complete detailed electronic log entries within IT based incident recording systems.

3. Knowledge of working with a large, multi-faceted CCTV system.
4. Demonstrate high levels of integrity and reliability.
5. Be able to act on own initiative in case of an emergency.
6. Be confident and competent in dealing with Information Technology (in particular but not limited to CCTV systems, Microsoft Word and Outlook)
7. Experience of working in a customer orientated environment.
8. Be able to work as part of a team.
9. Have effective, proven communication skills.
10. Be able to cope with enquiries, often under pressure, in a courteous, calm and informed manner.

Desirable

1. SIA CCTV Operator trained and valid qualification,
2. Experience of working with vulnerable people.
3. Experience of working within diverse communities.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable

Disclosure & Barring Service requirements

This post requires a Basic DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.



The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.