

## ROYAL BOROUGH OF GREENWICH

### JOB DESCRIPTION

<b>DEPARTMENT</b>	<b>Transport</b>	<b>POSTHOLDER</b>
<b>SECTION</b>	<b>Parking</b>	<b>GRADE SC5</b>

#### POST DESIGNATION CCTV Review Officer

##### Purpose of Job:

To be responsible to CCTV Team Leader for the identification, capture, review and processing of all Moving Traffic, Bus Lane and relevant Parking contraventions which are enforceable by CCTV under the provisions of the Traffic Management Act 2004, London Local Authorities & Transport for London Act 2003, and any other relevant legislation.

#### MAIN DUTIES AND RESPONSIBILITIES

1. To be responsible for enforcing Moving Traffic, Bus Lane, and Parking contraventions through the monitoring and careful review of CCTV footage from across the whole of the Borough.
2. Must have a relevant qualification in Moving Traffic CCTV Enforcement.
3. To have an in depth and comprehensive understanding of what contraventions meet the statutory policy for issuing a penalty charge notice.
4. To review recorded CCTV evidence and where this meets with statutory requirements and RBG policy/guidelines, to then issue a penalty charge notice.
5. To understand when recorded evidence does not meet the necessary requirements and to make the decision independently to reject the case
6. To operate our CCTV system in real time for observation of Moving Traffic, Parking and Bus Lane contraventions. If a contravention is identified the post holder is to review the evidence observed and if this meets with statutory requirements and RBG policy/guidelines issue a penalty charge notice.
7. To decide if evidence observed in real time does not meet the necessary requirements and then to reject the case so that it is not progressed further.

8. To Identify any potential issues or areas of concern regarding the operation, configuration and performance of the CCTV enforcement system/equipment and bring these to the immediate attention of the relevant line manager/senior management
9. To complete the appropriate witness statements and documents in line with the statutory guidelines and with clear notes to support any decision to progress or reject the evidence observed. To ensure that these notes are accurate and consistent for use in an appeal and written in plain English.
10. To be responsible for ensuring all witness statements are comprehensively completed and provided to line management at the end of every shift
11. To upload data onto the council computerised systems accurately and speedily.
12. When required provide information and advice to members of the public, other officers within the Department and in other Departments.
13. To understand the Data Protection Act and to ensure requests for data have been approved in line with our data protection policy before any information is released.
14. To organise and undertake effectively and efficiently, relevant administrative and technical support duties within the Department.
15. To provide training and support to new staff.
16. To ensure all evidence review/processing target dates are met and PCN's issued within the statutory guidelines and RBG policy.
17. To be responsible for creating evidence for appeals by using the evidence copies of downloaded material.
18. To respond to all notice processing enquiries and other related PCN enquiries. This will include formulating responses to complaints, emails letters and taking calls.
19. To be able to use office technology as appropriate including spreadsheets and databases for the recording of data. To create and maintain data sets with the ability to produce report.
20. To carry out administrative duties including compiling and monitoring records, photocopying, filing, relaying messages and distribution of documents.
21. To be responsible for maintaining accurate written records of enforcement action taken.
22. Responsible for providing information to the parking services staff and to do so within an agreed time frame.

23. May need to attend hearings at Environment and Traffic Adjudicator (ETA) to give evidence regarding Penalty Charge Notices that have been processed by them.
24. To observe and report to line manager/supervisor all issues relating to inadequate road signs and markings which would prevent CCTV or on-street enforcement.
25. Responsible for ensuring the CCTV Code of Practice policy is implemented at all times and to raise any concerns with the appropriate Line Manager immediately and without delay.
26. To attend Enforcement team meetings as and when required.
27. Maintaining and administering an effective e-filing system for all enquiries.
28. Perform duties in compliance with the Council's equal opportunities policy, customer care, management values and health and safety policies. To also have due regard to Data Protection/GDPR policies and to work in line with these.
29. To undertake any additional duties of a similar level of responsibility as may be required from time to time.
30. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
31. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
32. To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

Designation of the Post to which the post-Holder normally reports to: **CCTV Team Leader**