

Delegated Officer Report

Decision Maker: Nasir Dad – Director of Environment

Date of Decision: 17 January 2024

Subject: Review of Posts in First Response Team

Report Author: John Garforth – Service Manager (Public Protection)

Ward (s): Boroughwide

Reason for the decision: To seek approval for the creation of new posts in the Council's Security, CCTV and First Response Team in order to make savings whilst ensuring the smooth and effective delivery of functions. In addition to re-name the team to ensure our purpose is clear.

Summary: The Council's First Response Team provides a wide range of services supporting the Borough both for Council assets and those of our clients. The services include CCTV monitoring, mobile security, static security guarding and alarm monitoring.

This report seeks to merge two supervisory posts, both of which will soon be vacant and a create a new Security Operators Supervisor post.

It also seeks to create an infrastructure technician post in order to support the growing need for resilience in our CCTV and client based operations supporting our infrastructure.

In addition changing the role title of the current Business and Contracts Co-ordinator to Business and Infrastructure Supervisor.

Finally, in order to ensure the service name reflects its duties, permission is sought to change the name from First Response to Security & Response in order that what we do is

clearly identifiable.

The job descriptions for the two newly created posts and the change in role title are attached at Appendix 1.

What are the alternative option(s) to be considered? Please give the reason(s) for recommendation(s):

The only alternative option is to not make the modifications sought to the structure which would result in the team not sufficiently resourced to meet its obligations under service level agreements. It would also result in contracted agency staff still being used which would cost more.

Consultation: including any conflict of interest declared by relevant Cabinet Member consulted.

Consultation does not need to take place given the nature of the modification sought to the structure. The GMB Union Representative has had notification of the proposed changes.

Recommendation(s):

The recommendations are to:

1. Delete the post of Control Room Supervisor at G5 upon the retirement of the current post holder in April 2024;
2. Delete the post of Mobile Patrol Supervisor which is currently vacant at G5;
3. Create a position of Security Operations Supervisor at G6 upon approval to ensure a smooth handover of roles before the retirement of the control room supervisor;
4. To re-name the position of Business & Contracts Co-ordinator to Business and Infrastructure Supervisor remaining at G7;
5. To create a position of Infrastructure Technician at G2;
6. To re-name the Council's First Response Team the Security & Response Team.

Implications:

What are the **financial** implications?

Two posts are proposed to be deleted as part of this report, these can be summarised as –

Post	Budget
Control Room Supervisor	(£46,790)
Mobile Patrol Supervisor	(£43,130)
Total Savings	(£89,920)

Two posts are proposed to be created as part of this report, these can be summarised as –

Post	Budget
Security Operations Supervisor	£41,860
Infrastructure Technician	£29,800
Total Savings	£71,660

The restructure of posts will therefore create a **saving of £18,260**. This amount will contribute to Corporate Savings in 2024/25.

(John Hoskins)

What are the **legal** implications?

It is important that all Council Departments operate in as efficient a manner as possible, while also complying with required functions. The proposed report offers a cost saving and a proposal to better meet the needs of the Council, its residents and service users.

Failure to adequately staff the service could lead to potential legal challenges from service users negatively impacted by any failings and adverse reputational damage.

Recruitment processes should be followed as per HR comments.

(Alex Bougatef – Interim Assistant Director of Legal)

What are the **procurement** implications?

None

*What are the **Human Resources** implications?*

The Security Operations Supervisor, Business and Infrastructure Supervisor and Infrastructure Technician have all gone through job evaluation and ratified by panel (Copies of the JD/PS and updated structure should be attached to this report as appendices)

Trade Unions should be briefed and staff in the team be informed of the plan to redesign the vacant posts and create additional capacity.

If the creation of these roles are approved, the appropriate authorisations must be sought to establish and recruit to the new roles following Council processes in a fair and transparent way.

(Catherine Reed, Strategic HR Lead)

Oldham Impact Assessment Completed (Including impact on Children and Young People)

No

*What are the **property** implications*

None

Risks:

The alignment of the structure will assist with the operations of the service and the merging of the two supervisor posts seem reasonable. The change of name for the service, although making the service clearly identifiable will need to be effectively communicated to ensure a clear understanding for the residents and staff of the changes.

Vicki Gallacher (Head of Insurance and Information Governance)

Co-operative Implications:

The purpose of this report is to create new posts in security, CCTV, and First Response. The outcome of this is likely to be improved safety for our residents, which demonstrates our commitment to community leadership by addressing the safety concerns of our residents. (James Mulvaney, Policy Manager)

Community cohesion disorder implications in accordance with Section 17 of the Crime and Disorder Act 1998:

The Act imposes requirements on local authorities in relation to preventing crime and disorder in its area. This report goes towards ensuring this duty is complied with.

Environmental and Health & Safety Implications:

None

IT Implications: None

Has the relevant Legal Officer confirmed that the recommendations within this report are lawful and comply with the Council's Constitution? Not applicable

Has the relevant Finance Officer confirmed that any expenditure referred to within this report is consistent with the Council's budget? Yes

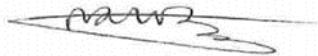
Are any of the recommendations within this report contrary to the Policy Framework of the Council? No

There are no background papers for this report

Report Author Sign-off:	John Garforth
	Service Manager (Public Protection)
Date:	15 December 2023.

Approval

Nasir DAD
Director of Environment



Signed :

Date: 17.01.2024

Appendices

Job Descriptions

OLDHAM COUNCIL

JOB DESCRIPTION

Job Title:	Business & Infrastructure Supervisor		
Directorate:	Place & Economic Growth	Division/Section:	Public Protection / Security
Grade:	7 + 2.5% unsocial working	JE Reference:	11046

Job Purpose

To be responsible for overseeing security contracts and liaising with new and existing clients using the service.

To co-ordinate the infrastructure of the service including premises, ICT and security infrastructure.

To supervise assigned staff within the service.

Key Tasks

1. To lead the identification of new business opportunities for the service including:
 - Dealing with enquiries relating to new security contracts
 - Visiting sites to speak of prospective clients in order to cost and develop proposals
 - Develop business proposals for submission to prospective clients
2. Lead and maintain existing client relationships.
3. Ensure service level agreements are issued and monitored.
4. Prepare monthly reports on service re-charges and invoicing to ensure all work carried out has income generated from it.
5. To ensure that safe systems of work are followed including:
 - Contributing to the development of safe systems of work;
 - Ensuring all officers follow safe systems of work;
 - Ensuring continuous dynamic risk assessment in operational activities;
 - Recording and reporting instances where safe systems of work have not been followed or have not operated as anticipated; and
 - Taking action to deal with unsafe working practices.
6. To liaise with officers within the service and all Council Departments, Emergency Services, other agencies, and members of the public and assist as necessary.
7. To assist with the planning, preparation, and execution of operational activities for the purpose of supporting the services objectives.
8. To work alongside the Service Manager to develop infrastructure improvement projects.
9. To drive as and when required a designated vehicle in accordance with the Council's Code of Practice and ensuring an accurate logged record of all journeys made and destinations visited.

10. To participate, as directed, in exercises to test the Council's Emergency Planning arrangements and act as a Forward Incident Officer as and when required on a rota basis.
11. To ensure adequate staffing requirements are in place through maintaining a staff shift roster and carry out outdoor work on events overseeing contractors and agency staff.
12. To be responsible for all personnel, and personnel related matters pertaining to the staff for which the post is responsible, including supervision, recruitment, training, discipline, personal development., sickness monitoring procedures and appraisals in line with Council guidelines
13. Maintain the control room back-office computer systems, which include Synetics and Synergy. This also includes renewing of all software licences.
14. Carry out audit checks on all Council building that have CCTV and ensure they comply with present CCTV law
15. Carry out surveys and quotations for new CCTV installation in conjunction with CCTV provider
16. Assist ICT with the installation, updates and monitoring of SON IP and Gemini – Alarm monitoring platforms
17. Carry out weekly building inspections of Sir Robert Peacock House and report any building faults to the Building Custodian and unity via the web log system.
18. To represent the Security Team at meetings when necessary.
19. To wear uniform and personal protective equipment as directed.
20. To attend team meetings and management team meetings as and when required.
21. Deputise for the Service Manager as and when required.

Standard Duties:

1.	To actively promote the equalities and diversity agenda in the workplace and in service delivery.
2.	To uphold and implement policies and procedures of the Council, including customer care, data protection, finance, ICT, safeguarding and health & safety policies.
3.	To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda.
4.	To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.
5.	Undertake any additional duties commensurate with the level of the post.

Contacts:

Colleagues within own team and the wider council, internal and external customers including the public, partner organisations, contractors and Councillors.

Relationship To Other Posts in the Department:

Responsible to:	Service Manager – Public Protection
Responsible for:	Static Security Guards Security Infrastructure Technician Agency Security Guards

Special Conditions: Basic DBS

Values and Behaviours:

We have a clear set of values that outline how we do business. We share these Borough-wide with our residents, partners and businesses:

- **Fairness** - We will champion fairness and equality of opportunity and ensure working together brings mutual benefits and the greatest possible added value. We will enable everyone to be involved.
- **Openness** - We will be open and honest in our actions and communications. We will take decisions in a transparent way and at the most local level possible.
- **Responsibility** - We take responsibility for, and answer to our actions. We will encourage people to take responsibility for themselves and their actions. Mutual benefits go hand-in-hand with mutual obligations.
- **Working together** - We will work together and support each other in achieving common goals, making sure the environment is in place for self-help.
- **Accountability** - We recognise and act upon the impact of our actions on others and hold ourselves accountable to our stakeholders.
- **Respect** - We recognise and welcome different views and treat each other with dignity and respect.
- **Democracy** - We believe and act within the principles of democracy and promote these across the borough.

Internally we have translated these values into five Co-operative behaviours which outline the priority areas of focus for staff at all levels.

- Work with a Resident Focus
- Support Local Leaders
- Committed to the Borough
- Take Ownership and Drive Change
- Deliver High Performance

More information around our Values and Behaviours can be found on our Greater.Jobs pages.

	DATE	NAME	POST TITLE
Prepared	24/9/2023	John Garforth	Service Manager – Public Protection
Reviewed			
Reviewed			

OLDHAM COUNCIL

PERSON SPECIFICATION

Job Title: Business & Infrastructure Supervisor

	Selection criteria (Essential)	Selection criteria (Desirable)	How Assessed
Education & Qualifications	<p>Good standard of numeracy and literacy</p> <p>CCTV and Security or Door Supervision licences issued by the SIA</p> <p>Holding or willingness to work towards a supervisory management qualification</p>	<p>Holding or working towards a qualification in managing control rooms</p>	<p>AF / I</p> <p>AF / I</p> <p>AF / I</p>
Experience	<p>Experience of working in a security environment including a CCTV control room</p> <p>Experience of supervising, coaching, mentoring and developing staff.</p> <p>Experience of undertaking risk assessments</p>		<p>AF / I</p> <p>AF / I</p> <p>AF / I</p>
Skills & Abilities	<p>Ability to prioritise work, use initiative and meet tight deadlines</p> <p>Ability to work effectively in a team and capable of making a full contribution to team decision making.</p> <p>Ability to work on your own initiative.</p>		<p>AF / I</p> <p>AF / I</p> <p>AF / I</p>
Knowledge	<p>Knowledge of current security services issues</p> <p>Knowledge of equality and diversity issues</p>	<p>Knowledge of human rights requirements, including how to ensure integrity in the criminal justice system</p> <p>Knowledge of the Council, sufficient to enable inter-departmental working</p>	<p>AF / I</p> <p>AF / I</p>

	Understanding of Data Protection and the need to keep personal data secure and confidential.		AF / I
	Knowledge of pertinent legislation, guidance and codes of practice relating to CCTV and Security.		AF / I
Work Circumstances	Ability to work outside office hours in accordance with the Flexibility Scheme		AF / I
	Clearance to non-police personnel vetting standards		AF / I
	Current Full Driving Licence		AF / I

Abbreviations: AF = Application Form; I = Interview; AC = Assessment Centre; T = Test

NB. - Any candidate that meets the criteria of our [Guaranteed Assessment Scheme](#) and meets the essential criteria of the role, will be guaranteed the first stage of assessment (whether that is an interview or another assessment, as appropriate).

Our Guaranteed Assessment Scheme supports candidates with disabilities, those who are aged 24 or under and have previously been in or currently in care, those that are carers, and those whose last long term substantive employer was the Armed Forces.

OLDHAM COUNCIL

JOB DESCRIPTION

Job Title:	Security Operations Supervisor
-------------------	--------------------------------

Directorate:	Place & Economic Growth	Division/Section:	Public Protection Service / First Response Security
Grade:	6	JE Reference:	11045

Job Purpose

To be responsible for the delivery and supervision of the 24 hour operations of the CCTV Control Room, Alarm Monitoring Room and Mobile Security Teams in order to secure public buildings, assets and spaces from vandalism, fire and theft.

To ensure the team is able to respond to emergency situations involving the Council and its partners including the activation of the Emergency Plan.

Key Tasks

22. To ensure duties in the control room are carried out in accordance with legislation, policies, procedures and codes of practice including:
 - Monitoring and operating CCTV equipment including analysis of CCTV images
 - Operating alarm monitoring equipment including analysis of activations
 - Ensure radio communications are responded to in accordance with service standards and operating procedures.
 - Ensuring the integrity and security of the control room at all times.
23. To lead the Council's response to incidents through the supervision of the control room and silver command suite including the deployment of resources and liaising with on call Officers.
24. To ensure that safe systems of work are followed including:
 - Contributing to the development of safe systems of work;
 - Ensuring all officers follow safe systems of work;
 - Ensuring continuous dynamic risk assessment in operational activities;
 - Recording and reporting instances where safe systems of work have not been followed or have not operated as anticipated; and
 - Taking action to deal with unsafe working practices.
25. To manage the tasking and coordination of the resources of the 24 hour control room and mobile security teams, but notably to:
 - Maintain operational infrastructure equipment to ensure public spaces, buildings, assets and people are protected
 - Ensure that services are delivered within the Service Terms of Reference;
 - Ensure that services are delivered to the Service Level Agreements with service clients;
 - Manage the use of CCTV and monitoring equipment including ensuring that all data protection and human rights legislation is complied with.
 - Develop work programmes for patrolling and securing of premises under service level agreements as directed.
 - To ensure that service level agreements are adhered to for the securing of properties including temporary alarms, boarding up and screening.
 - To keep an accurate record of all incidents, occurrences and observations on security, and

- safety matters including regularly reviewing and updating risk assessments and risk registers.
- Ensuring relevant legislation, policies and codes of practice are adhered to.
- Ensuring SIA licensing requirements are complied with.

26. To liaise with officers within the service and all Council Departments, Emergency Services, other agencies and members of the public and assist as necessary.
27. To drive as and when required a designated vehicle in accordance with the Council's Code of Practice and ensuring an accurate logged record of all journeys made and destinations visited.
28. To participate, as directed, in exercises to test the Council's Emergency Planning arrangements and act as a Forward Incident Officer as and when required on a rota basis.
29. To ensure adequate staffing requirements are in place through maintaining a staff shift roster.
30. To be responsible for all personnel, and personnel related matters pertaining to the staff for which the post is responsible, including supervision, recruitment, training, discipline, personal development., sickness monitoring procedures and appraisals in line with Council guidelines
31. To represent the Security Team at meeting when necessary.
32. To wear uniform and personal protective equipment as directed.
33. To attend team meetings and management team meetings as and when required.

Standard Duties:

1.	To actively promote the equalities and diversity agenda in the workplace and in service delivery.
2.	To uphold and implement policies and procedures of the Council, including customer care, data protection, finance, ICT, safeguarding and health & safety policies.
3.	To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda.
4.	To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.
5.	Undertake any additional duties commensurate with the level of the post.

Contacts:

Colleagues within own team and the wider council, internal and external customers including the public, partner organisations, contractors, and Councillors.

Relationship To Other Posts in the Department:

Responsible to:	Service Manager – Public Protection
Responsible for:	Senior Security & Control Rooms Officers Security and Control Room Officers

Special Conditions: Basic DBS

Values and Behaviours:

We have a clear set of values that outline how we do business. We share these Borough-wide with our residents, partners and businesses:

- **Fairness** - We will champion fairness and equality of opportunity and ensure working together brings mutual benefits and the greatest possible added value. We will enable everyone to be involved.
- **Openness** - We will be open and honest in our actions and communications. We will take decisions in a transparent way and at the most local level possible.
- **Responsibility** - We take responsibility for, and answer to our actions. We will encourage people to take responsibility for themselves and their actions. Mutual benefits go hand-in-hand with mutual obligations.
- **Working together** - We will work together and support each other in achieving common goals, making sure the environment is in place for self-help.
- **Accountability** - We recognise and act upon the impact of our actions on others and hold ourselves accountable to our stakeholders.
- **Respect** - We recognise and welcome different views and treat each other with dignity and respect.
- **Democracy** - We believe and act within the principles of democracy and promote these across the borough.

Internally we have translated these values into five Co-operative behaviours which outline the priority areas of focus for staff at all levels.

- Work with a Resident Focus
- Support Local Leaders
- Committed to the Borough
- Take Ownership and Drive Change
- Deliver High Performance

More information around our Values and Behaviours can be found on our Greater.Jobs pages.

	DATE	NAME	POST TITLE
Prepared	4/9/2023	John Garforth	Service Manager – Public Protection
Reviewed			
Reviewed			

OLDHAM COUNCIL

PERSON SPECIFICATION

Job Title: Security Operations Supervisor

	Selection criteria (Essential)	Selection criteria (Desirable)	How Assessed
Education & Qualifications	Good standard of numeracy and literacy	Holding or working towards a qualification in managing control rooms	AF / I
	CCTV and Security or Door Supervision licences issued by the SIA		AF / I
	Holding or willingness to work towards a supervisory management qualification		AF / I
Experience	Experience of working in a security environment including a CCTV control room		AF / I
	Experience of supervising, coaching, mentoring and developing staff.		AF / I
Skills & Abilities	Ability to undertake risk assessments		AF / I
	Ability to prioritise work and meet tight deadlines		AF / I
	Ability to work effectively in a team and capable of making a full contribution to team decision making.		AF / I
	Ability to work on your own initiative.		AF / I
Knowledge	Knowledge of equality and diversity issues	Knowledge of human rights requirements, including how to ensure integrity in the criminal justice system	AF / I
	Understanding of Data Protection and	Knowledge of the Council,	AF / I

	<p>the need to keep personal data secure and confidential.</p> <p>Knowledge of pertinent legislation, guidance and codes of practice relating to CCTV and Security.</p> <p>Knowledge of the emergency planning roles and functions of a Council.</p>	sufficient to enable inter-departmental working	<p>AF/I</p> <p>AF/I</p>
Work Circumstances	<p>Ability to work outside office hours in accordance with the Flexibility Scheme</p> <p>Clearance to non-police personnel vetting standards</p> <p>Current Full Driving Licence</p>		<p>AF / I</p> <p>AF / I</p> <p>AF / I</p>

Abbreviations: AF = Application Form; I = Interview; AC = Assessment Centre; T = Test

NB. - Any candidate that meets the criteria of our [Guaranteed Assessment Scheme](#) and meets the essential criteria of the role, will be guaranteed the first stage of assessment (whether that is an interview or another assessment, as appropriate).

Our Guaranteed Assessment Scheme supports candidates with disabilities, those who are aged 24 or under and have previously been in or currently in care, those that are carers, and those whose last long term substantive employer was the Armed Forces.

OLDHAM COUNCIL

JOB DESCRIPTION

Job Title:	Security Infrastructure Technician
-------------------	------------------------------------

Directorate:	Place & Economic Growth	Division/Section:	Public Protection Service Security Team
Grade:	2	JE Reference:	11044

Job Purpose

To support the Council's security functions by providing technical support to the infrastructure used in delivering operations.

To assist with projects surrounding new business and providing support to existing clients including fee charging and recovery.

Key Tasks

1. To support the effective deployment of infrastructure used in delivering security functions across the Council and client base including CCTV, alarm monitoring and radios.
2. To work alongside contractors to support the installation of equipment and resources required for the effective running of the service.
3. To assist in site visits to identify new business opportunities and improving existing infrastructure across the borough and client base.
4. To assist in drafting client proposals for new business opportunities.
5. To ensure annual service level agreements are updated, distributed and returned.
6. To assist in ensuring payments for clients are invoiced and received.
7. To support the development of new infrastructure projects.
8. To provide to support to the control room when required by monitoring CCTV/Alarms/Radios.
9. To assist in the development of safe systems of work, risk assessments and procedures for

use by the service.

10. To wear uniform and personal protective equipment as directed.

11. To drive, as and when required, a designated vehicle in accordance with the Council's Code of Practice and ensuring that accurate records are maintained of journeys made and destinations visited.

Standard Duties:

1.	To actively promote the equalities and diversity agenda in the workplace and in service delivery.
2.	To uphold and implement policies and procedures of the Council, including customer care, data protection, finance, ICT, safeguarding and health & safety policies.
3.	To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda.
4.	To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role.
5.	Undertake any additional duties commensurate with the level of the post.

Contacts:

Colleagues within own team and the rest of the council, internal and external customers including the public, partner organisations, responsible authorities, elected members.

Relationship To Other Posts in the Department:

Responsible to:	Business & Infrastructure Supervisor
Responsible for:	N/A

Special Conditions: Basic DBS

Values and Behaviours:

We have a clear set of values that outline how we do business. We share these Borough-wide with our residents, partners and businesses:

- **Fairness** - We will champion fairness and equality of opportunity and ensure working together brings mutual benefits and the greatest possible added value. We will enable everyone to be involved.
- **Openness** - We will be open and honest in our actions and communications. We will take decisions in a transparent way and at the most local level possible.
- **Responsibility** - We take responsibility for, and answer to our actions. We will encourage people

to take responsibility for themselves and their actions. Mutual benefits go hand-in-hand with mutual obligations.

- **Working together** - We will work together and support each other in achieving common goals, making sure the environment is in place for self-help.
- **Accountability** - We recognise and act upon the impact of our actions on others and hold ourselves accountable to our stakeholders.
- **Respect** - We recognise and welcome different views and treat each other with dignity and respect.
- **Democracy** - We believe and act within the principles of democracy and promote these across the borough.

Internally we have translated these values into five Co-operative behaviours which outline the priority areas of focus for staff at all levels.

- Work with a Resident Focus
- Support Local Leaders
- Committed to the Borough
- Take Ownership and Drive Change
- Deliver High Performance

More information around our Values and Behaviours can be found on our Greater.Jobs pages.

	DATE	NAME	POST TITLE
Prepared	4/9/2023	John Garforth	Service Manager – Public Protection
Reviewed			
Reviewed			

OLDHAM COUNCIL

PERSON SPECIFICATION

Job Title: Security Infrastructure Technician

	Selection criteria (Essential)	Selection criteria (Desirable)	How Assessed
Education & Qualifications	Good standard of numeracy and literacy		AF / I
	CCTV – SIA Licence		AF / I
Experience	Experience of working in a security environment including a control room	Experience of working for a local authority in a security setting	AF / I
		Experience of working in an emergency planning environment	AF / I
Skills & Abilities	Ability prioritise work and meet tight deadlines.	Ability to undertake risk assessments	AF / I
	Ability to work as part of a team and supporting colleagues.		AF / I
	Ability to work using your own initiative.		AF / I
Knowledge	Understanding of Data Protection and the need to keep personal data secure and confidential.	Knowledge of pertinent legislation, guidance and codes of practice relating to CCTV and security.	AF / I
Work Circumstances	Ability to work outside office hours in accordance with the Flexibility Scheme		AF / I
	Clearance to non-police personnel vetting standards		AF / I
	Current Full Driving Licence		AF / I

Abbreviations: AF = Application Form; I = Interview; AC = Assessment Centre; T = Test

NB. - Any candidate that meets the criteria of our [Guaranteed Assessment Scheme](#) and meets the essential criteria of the role, will be guaranteed the first stage of assessment (whether that is an interview or another assessment, as appropriate).

Our Guaranteed Assessment Scheme supports candidates with disabilities, those who are aged 24 or under and have previously been in or currently in care, those that are carers, and those whose last long term substantive employer was the Armed Forces.