



CCTV Project Support Officer

Reports to:	CCTV Project Delivery Lead		
Department:	Neighbourhood Management	Grade:	SO2
DBS Status:	Basic	Politically restricted:	No

Job Purpose:

- To Provide advanced technical and project support for the borough’s Public Safety CCTV contract and SCIL project.
- To lead on the development, management and / or provision of advanced technical and project related support processes for large value Public Safety CCTV development projects.
- To support at a senior level the development, management and / or provision of technical and project related support processes for Public Safety CCTV operations
- Support and deputise for the Delivery Lead as required in coordinating installations, configurations and maintenance of CCTV hardware, software and associated network infrastructure.
- Drive innovation by developing and refining CCTV workflows, analytics use-cases and digital tools.
- Provide high-quality business and governance support across Neighbourhood Management, contributing to reports, briefings and decision papers for senior stakeholders.

Values

Collaborate proactively.
 Lead inclusively.
 Embrace change.
 Be bold and curious.
 Celebrate and share our success.

Job specific roles and responsibilities

1. To support the delivery of CCTV projects by coordinating and progressing allocated project activities.
2. To lead discrete workstreams within larger CCTV projects, ensuring delivery to scope, time and quality.
3. To maintain and update project logs, escalating risks, issues and blockers that may impact public safety, service continuity or project delivery.
4. To prepare project documentation including requirements, change requests, test scripts, acceptance criteria and governance papers.
5. To carry out site visits, surveys and inspections of CCTV infrastructure, identifying risks, compliance issues and installation requirements.
6. To support coordination of site access for internal teams and contractors, ensuring adherence to health & safety, permits and safe working procedures.
7. To support monitoring of contractor performance against contract milestones, SLAs and KPIs, verifying evidence and escalating under-performance.
8. To support contract review meetings by collating data, analysing trends, presenting findings.
9. To support with verifying installation quality, commissioning outputs and technical compliance, documenting defects and managing them through to resolution.
10. To produce high-quality reports, briefing notes, impact assessments and senior-level updates for internal and external stakeholders.

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11. To communicate effectively with senior partners including IT, Legal, Police, Councillors, suppliers and other agencies as required.
12. To lead on the development and refinement of administrative, financial and governance processes that support efficient project delivery.
13. To manage financial administration for allocated workstreams, including raising purchase orders, processing invoices and monitoring spend.
14. To support procurement activity by contributing to technical specifications, evaluation criteria and business case development.
15. To support innovation work by contributing to solution design, small-scale pilots (e.g., analytics, integrations, automation) and benefit tracking.
16. To identify opportunities to streamline workflows and improve data quality, producing guidance, templates and process documentation.
17. To maintain accurate databases, asset records and documentation in accordance with data protection, information governance and GDPR requirements.
18. To coordinate and minute governance, technical and stakeholder meetings, tracking actions through to completion.
19. To provide technical and coordination support for major events (e.g., Wembley) to ensure CCTV operational readiness and incident response capability.
20. To provide senior-level administrative and technical support across the Neighbourhood Management service as required.
21. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
22. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Knowledge of the way in which local government works and understanding of the role that technical administration plays in this.
2. Good understanding of Office IT applications, including, spreadsheets and financial applications including Oracle (or a similar financial management tool) and their associated processes.
3. Knowledge of Data Protection and GDPR legislation.
4. Good knowledge of creating, refining and implementing administrative processes.
5. Good understanding of project delivery methods, preferably within the context of a local government public safety CCTV system and contract.

Experience

1. Experience of working with internal departments, external stakeholders and contractors.
2. Experience tracking project progress, risks, and actions in a structured project environment as well as leading discrete workstreams.
3. Experience supporting the delivery of projects.
4. Solid experience of working in technical administration, project delivery preferably in a local government CCTV environment.
5. Experience of using spreadsheets and databases, including extraction and collation of data.
6. Experience of communicating effectively, both orally and in writing with senior managers, local councillors and external stakeholders.
7. Experience of creating, refining and implementing administrative processes.

Skills and Abilities

1. Strong written and verbal communication skills, with the ability to listen, adapt communication style, and produce clear information.
2. Excellent organisational skills, able to manage workload, prioritise effectively, multitask, and meet tight deadlines with minimal supervision.
3. Self motivated, proactive, and able to work independently, using initiative to solve problems and meet required timescales.
4. Strong analytical and problem-solving skills, able to interpret numerical and qualitative data, draw logical conclusions, identify risks early, and escalate appropriately.
5. Effective team player, contributing ideas, supporting colleagues, and assisting with complex enquiries and collaborative tasks.
6. Competent in supporting project delivery, including coordinating tasks, monitoring progress, maintaining documentation, and ensuring actions are completed to standard.
7. Able to plan project-related activities, manage competing demands, respond to changing priorities, and maintain momentum against deadlines.
8. Skilled in developing and maintaining administrative and financial processes that support efficient project delivery and operational management.

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs