

COMMUNITIES	
Job Description	
Community Facilities and Corporate CCTV Manager	
Grade LS 10	Post Number: TBC
Responsible to:	Community Development Team Manager
Responsible for:	Facility supervisor, facilities assistants, football attendants and cleaners.
Job Objective:	To manage and promote day to day operation of the high-quality customer focussed community venues, sports grounds and other Council owned facilities. Including the management, governance and compliance for RBC's CCTV camera systems across the Borough.
Main duties and responsibilities:	1. Manage the community facilities to maximise usage and income, including the management of all digital systems within their remit.
	2. To manage and provide technical support for RBC CCTV owned assets, ensuring all of our CCTV is legally compliant with data protection laws and ICO guidance.
	3. Keep abreast of CCTV legislation and policy changes including surveillance camera code of practice and RIPA legislation and requirements ensuring compliance requirements for RBC.
	4. In conjunction with the Senior Manager support on the delivery of internal or external audit of RBC CCTV compliance liaising with colleagues where required.
	5. Managing, supporting and developing the council's capital projects within the Neighbourhoods department, actively seeking to increase income and explore income streams and opportunities.
	6. Actively develop and foster working relationships to enable the highest standards of service, using discretion and political awareness when dealing with elected Councillors and Senior Officers.
	7. Develop a culture of customer care excellence, sales focus and operational flexibility amongst all team members.

8. Take a proactive approach to people management such as recruitment, absence management, performance management and personal development reviews.
9. Ensure that all relevant health and safety legislation, procedures and requirements are followed, ensuring that all risk assessments are managed and maintained in line with corporate and statutory requirements.
10. To ensure effective administration of the Service, managing and developing the digital booking systems, including management of the service level agreement with the Business Support Unit providing the necessary training to colleagues across the Council.
11. Contribute to the Council's corporate policies and objectives, developing operational procedures and checks to drive forward quality standards.
12. Be responsible for monitoring budgets within your area, reporting on income and reconciliation, and providing updates on expenditure, facility usage levels, identifying and responding to trends and opportunities to drive income and service usage.
13. Produce and deliver an annual service marketing plan to increase usage and income of our community venues.
14. Investigate and respond to customer and user group comments/complaints, attending meetings as appropriate.
15. Develop and maintain a facilities maintenance system, ensuring end-to-end management of maintenance requirements to minimise service disruption, liaising closely with the Property Services department where appropriate to ensure the facilities function seamlessly on a day to day basis.
16. To oversee delivery of the grounds maintenance contracts in conjunction with internal colleagues and lead on improvements to children's play areas to ensure that they are safe, attractive and well used.
17. Develop good working relationships with external partners to clarify and agree operational and delivery requirements.
18. Ensuring the procurement of materials, supplies and services as necessary, following RBC procedures and electronic approvals systems.
19. Work closely with the Facilities Supervisor to ensure that there is management cover for the service i.e. coordinating periods of annual leave.
20. To work flexible hours, as required to deliver the duties described above (including unsocial hours) and respond to out of hours emergency call outs for which an additional payment will be made.

21. Any other duties commensurate with the grade of the post.

Note - the number and type of facilities within the portfolio of this post are not fixed and may be subject to change.

Approved by: Derek Hayden

Signed: 

Date: February 2025