NATIONAL CONTROL ROOM OPERATOR

Shift work: full or part-time, based in London

The role of Control Room Operator means being part of the team who are responsible for ensuring the smooth operation of the 24/7 National Security Control Centre.

This includes making sure you are trained to the highest level in using the various technologies and capable of working under pressure to perform your duties in the event of a live incident.

The role involves gathering information from CCTV, radio, and telephone to inform the security department of potentially hostile incidents and assist them during live incidents that might be directed at the Jewish community.

An SIA license is desirable but not essential since this can be obtained through CST.

Duties include

- Monitoring live CCTV image across multiple sites
- Determining the best response or escalation route to an incident
- Liaising with operational staff to co-ordinate the appropriate emergency response
- Monitoring and responding to national radio communications and emergency calls
- Performing first level triage on incoming incidents
- Close liaison with the police when appropriate
- Ability to pass the necessary knowledge on to colleagues in the room
- Taking part in regular scenario-based training sessions to ensure your knowledge and responses are quick and up to date

The ideal candidate should be
- Tech-savvy
- Enjoy using innovative technology
- Have a strong aptitude for self-motivation
- Excellent communications skills
- Ability to remain calm and focussed under stress and pressure

Applicants are invited to submit their CV together with covering letter to careers@cst.org.uk, writing '**National Control Room Operator**' in the subject heading.

Closing date for applications: **31 August 2021** but may close earlier if a suitable candidate is found.