



CONTROL ROOM OPERATOR

Candidate Pack
January 2025



About CST



CST is the charity that **protects British Jews from terrorism and antisemitism**. It exists to ensure that Jewish people across the UK can lead the lives of their choice.

Widely recognised by police and government as a **unique model of best practice**, CST's research regularly informs public policy, helps to safeguard wider British society, and supports victims of antisemitism.

CST gained charitable status in 1994, though its origins lie in many decades of Jewish self-defence – both before and after World War Two. CST does not charge for any of its services and is almost entirely dependent on charitable donations to cover its costs.

Across the UK, 2,000 dedicated volunteers and over 100 members staff power CST's mission.

CST's mission



CST's mission is to **protect our UK Jewish community from antisemitism in both physical (primarily terrorism) and political forms**. This is what every member of CST's team does, whether staff, volunteers or trustees. We do it to facilitate British Jewish life, so it can be led as people wish.

Everything that CST does should contribute to protecting our community and fighting antisemitism. Every staff role and every department exist so that CST can best fulfil its mission. **Together We Protect** is not just a slogan, it is the reality of what we aim to do.

We do our utmost, individually and collectively, in pursuit of CST's mission. We should ask: *"What did I do today to protect our Jewish community, how can I do it better?"*. *"What did I do today to support CST colleagues, how can we work better together?"*.

Every British Jew benefits from CST's work and service, either directly or indirectly. This is the protection we give to schools, shuls, communal organisations and events, or the work we do against terrorism and antisemitism.

We strive to work in partnership with all British Jews, regardless of religious or political affiliation, together in common cause. We can only ever be as strong as our community enables us to be. This is the other meaning of **Together We Protect**, it is the mutual dependency between CST and our Jewish community (or communities).

Job description



Job title	Control Room Operator	Salary	£28,000
Reports to	Control Room & Crisis Manager	Department	Security
Contract	Shift work, 40 hours per week	Location	NW London

Job purpose

The role of the Control Room Operator involves being responsible for monitoring and handling security and antisemitic incidents.

This also includes responsibility for CCTV alarm events from over 400 communal buildings: liaising with and supporting internal CST security personnel in addition to building relationships with the police and key external stakeholders.

The role involves gathering information from CCTV, radio, and telephone to inform the security department of potentially hostile incidents, investigate incidents that have taken place and assist the team during live incidents that might be directed at the Jewish community. Successful candidates will be given ongoing training to the highest level to ensure that they are able to deal with whatever situation they are faced with.

Areas of responsibility



Your key responsibilities for this role are as follows:

- Dealing with incoming and outgoing telephone and radio communications from security personnel, members of the public and police
- Undertaking investigative work
- Ensure all relevant and important information is logged
- Reporting and providing first level advice on equipment faults
- Performing daily checks and administration duties to ensure the continued smooth running of the control room
- Monitoring live CCTV feeds across multiple sites
- 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
- Taking part in regular scenario-based training sessions to ensure your knowledge and responses are quick and current

Personal profile

You must be a team player, and have:

- Willingness to get to understand the technologies used to a high level
- Ability to work well under extreme pressure
- Prepared to work outside of standard office hours
- Have good communication skills required with staff, contractors, and clients
- Knowledge of internet protocols and general IT
- Ability to learn new software to a level that keeps the room at the cutting edge
- Desire to always improve the setup and hence reduce the reaction times to incidents
- Ability to pass the necessary knowledge on to colleagues in the room

How to apply



Closing date Friday 31 January 2025

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

There is a two-stage interview process:

Interviews will take place: Week commencing 27 January. Conducted by CST's HR Director and Control Room Manager in the London Head Office.