



January 2026

Role: Security Centre Monitoring Operator (CCTV)
Location: Remote or London Office
Company: Sapient Insight
Employment Type: Full-time
Contact: Info@sapient-insight.com

About Sapient Insight

Sapient Insight is a specialist intelligence consultancy supporting clients across the legal, corporate, and resource sectors. We provide services to help our clients identify threats, understand and manage risks.

Job Purpose

To monitor CCTV systems, sensors and other surveillance equipment to detect, observe, and identify incidents, suspicious activities, and security breaches. To initiate and control appropriate responses as required. The Monitoring Operator will work as part of a monitoring team embedded in a wider security team to ensure the safety and security of premises, assets, and personnel through effective monitoring and timely reporting.

Key Responsibilities

- Monitor multiple CCTV screens and surveillance systems continuously throughout shift duration
- Detect, observe, and report any suspicious activity, security breaches, or incidents in accordance with established procedures
- Record and log all incidents, observations, and actions taken in the appropriate reporting systems
- Liaise with security personnel, emergency services, and management as required
- Operate CCTV equipment including pan, tilt, and zoom functions to track incidents and obtain clear imagery
- Conduct regular checks of CCTV equipment to ensure all systems are functioning correctly

- Report any equipment faults or technical issues to the appropriate personnel
 - Retrieve and provide CCTV footage as requested by authorized personnel or law enforcement
 - Maintain confidentiality and comply with data protection regulations including GDPR
 - Maintain high levels of concentration and vigilance throughout the shift
 - Undertake any other duties as reasonably required by management
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Working Conditions

- This is a full-time position working a rotational shift pattern which will include night shifts
 - Work will be conducted in a control room environment, primarily seated
 - The role requires sustained concentration while viewing multiple monitors
 - May be required to work weekends and bank holidays as part of the rota
 - Occasional exposure to sensitive content via CCTV footage
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Essential Requirements

Qualifications And Licensing

- Valid SIA (Security Industry Authority) CCTV Licence (Public Space Surveillance)
- Right to work in the United Kingdom

Experience

- Minimum of 1-year verifiable experience in CCTV monitoring operations
- Proven track record of incident detection and reporting

References

- Three professional references that will be verified as part of the recruitment process

Skills and Competencies

- Excellent observation and attention to detail
- Ability to maintain high levels of concentration for extended periods
- Strong written and verbal communication skills



- Strong record keeping (logs, reports) and good passage of information
- Ability to work effectively under pressure and make quick decisions
- Comfortable working as a single operator with sole responsibility
- Proficient in using CCTV systems and related technology
- Good IT skills including basic computer operation and report writing
- Understanding of data protection and confidentiality requirements
- Willingness and ability to work night shifts as part of a rotational pattern
- Maintenance of strict client confidentiality and operational security

Desirable Requirements

- Experience working in a control room environment in London
- Knowledge of local area geography and landmarks
- Additional SIA licenses (e.g., Door Supervision, Security Guarding)
- First Aid qualification
- Experience with specific CCTV systems and software platforms

Pre-Employment Checks

All offers of employment are subject to satisfactory completion of the following pre-employment checks:

- Verification of SIA CCTV licence
- Verification of identity and right to work in the UK
- Satisfactory references from three professional referees
- Enhanced DBS (Disclosure and Barring Service) check if required
- Verification of employment history and qualifications.
- Internally conducted due diligence