

Control Room Operator

Manchester Central Convention Complex

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities; our vaulted arches and station clock have made our venue an iconic city feature for more than 140 years.

Our experienced team of professionals lead the industry with unrivalled service standards to help our clients create engaging, memorable experiences at events of all shapes and sizes.

Your Role

Competitive salary up to £30,641.52pa / Shift pattern – 4 days on, 4 days off, 4 nights on, 4 nights off, 07:00-19:00 days and 19:00-07:00 nights / contributory pension scheme / discounted car parking

Reporting directly to the Control Room Manager, this role is working on a full time, permanent basis.

We recognise that skills, experience, and potential come in many forms, and we encourage you to apply if you see a strong alignment between your abilities and this opportunity - even if you don't check every box. We are committed to building a diverse and inclusive team and value different perspectives and backgrounds.

Your duties and responsibilities will include but are not limited to:

- Monitoring CCTV, access control, life safety and radio systems to ensure venue safety and security.
- Detecting, assessing and escalating suspicious activity, threats or breaches.
- Acting as the communication hub during incidents and emergencies, liaising with venue teams and emergency services.
- Supporting the implementation of emergency procedures, including evacuation and lockdown.
- Monitoring building systems such as fire alarms, lifts, HVAC and utilities, coordinating with facilities and maintenance teams.
- Carry out regular and irregular external and internal foot patrols of the venue and venue footprint.
- Support front of house operations during none event days, with customer service and search and screening of all visitors.

The ideal candidate will have:

- Experience operating CCTV, access control and alarm systems.
- Strong situational awareness with the ability to balance security and facilities priorities.
- Awareness of health and safety and licensing compliance in public venues.
- The ability to remain calm and make sound decisions under pressure.

You must:

- Have experience in a large public venue (Convention Centre, stadium, arena, airport, transport hub).
- Demonstrate professionalism, integrity and attention to detail in all tasks.
- Be flexible to work a range of shifts, including nights, weekends and public holidays.

Apply

To apply for this exciting opportunity, please send a CV to:

Ref: Control Room Operator

FAO: HR Team

Email: careers@manchestercentral.co.uk

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

Job Description

Control Room Operator

Salary:	£30,641.52 gross per annum
Hours:	42 hours per week
Working pattern:	4 days on, 4 days off, 4 nights on, 4 nights off. 07:00-19:00 days, 19:00-07:00 nights
Location and business area:	Manchester Central Convention Complex – Facilities Management
Aim of the role:	The Control Room Operator is responsible for monitoring and coordinating security, life safety systems and facilities systems from the venue's central Control Room. The role ensures the security, safety and operational integrity of Manchester Central Convention Complex (MCCC) by responding to incidents, supporting emergency procedures, and assisting with the smooth running of building services.
Directly responsible to:	Control Room Manager
Directly responsible for:	N/A

Main areas of responsibility

Security Monitoring and Response

- Monitor CCTV, access control, life safety, and radio systems to maintain situational awareness.
- Detect, assess, and escalate suspicious activity, potential threats, or breaches of venue security.
- Support venue event security teams by providing accurate and timely information.
- Record and log all security incidents, supporting evidence preservation for investigations.

- Carry out regular and irregular external and internal foot patrols of the venue and venue footprint.

Incident and Emergency Management

- Act as a communication hub during incidents, relaying information to event security teams, venue management and emergency services.
- Support the implementation of emergency plans (evacuation, lockdown).
- Follow Standard Operating Procedures (SOPs) for incidents including fire alarms, medical emergencies, disorderly conduct, and counter terrorism threats.
- Escalate issues to the Control Room Team Leader or Control Room Manager when required.

Facilities Monitoring and Support

- Monitor and respond to alarms from Building Management Systems (BMS), fire detection systems, lifts, and HVAC controls.
- Coordinate with facilities and maintenance teams to report faults, breakdowns, or hazards.
- Log facilities related incidents and track service responses to ensure timely resolution.
- Provide support for contractor access and building works, ensuring compliance with safety and security requirements.
- Assist in the monitoring of energy, water, and utility alerts where integrated into control systems.

Compliance and Standards

- Operate within the legal framework of data protection and GDPR in relation to CCTV footage and access records.
- Adhere to venue licensing conditions and other regulatory requirements.
- Apply venue security policies and contribute to a culture of continuous improvement.

Key Skills and Competencies

- Strong situational awareness with the ability to manage both security and facilities alerts.
- Clear and confident communication skills with multiple stakeholders.
- Calm and effective under pressure, with strong decision-making skills.
- Proficient in operating CCTV, access control, BMS, and alarm monitoring systems.
- Able to prioritise competing demands (security vs. facilities) while maintaining professionalism.
- Team player with a proactive, solutions focused approach.

This job description is not exhaustive as there may be a requirement for the post holder to carry out other duties as directed, consistent with the responsibilities of the post.

About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

- **Expert & specialist**
We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.
- **Flexible**
We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customers needs.
- **Positive and energetic**
There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.
- **Ready to grow**
Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.
If people move on from working with us, they'll always have improved their skills and experience along the way.
- **Committed**
Our people show huge levels of commitment for our customers, and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central. The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

Person Specification

Education	Essential	Desirable
Valid SIA licenses for Door Supervision and CCTV	✓	
Completed the NPSA Control Room Operators Course		✓
Attended SCan for CCTV Operators		✓
First Aid at Work	✓	
Experience		
Proven experience in a control room environment, minimum of one year	✓	
Experience operating CCTV, access control and alarm systems	✓	
Experience in a large public venue (Convention Center, stadium, arena, airport, transport hub)	✓	
Skills		
Understanding of GDPR and data protection requirements for CCTV	✓	
Awareness of health, safety and licensing compliance in public venues	✓	
Knowledge of Martyn's Law (Protect Duty) requirements		✓
Familiarity with layered security concepts		✓
Awareness of sustainability/energy monitoring within FM		✓
Basic IT skills, including Microsoft Office and system logging	✓	
Personal Attributes		
Work shifts, including nights, weekends, public holidays	✓	
Commitment to continuous learning and professional development	✓	