



Learning to Earning: Future Career planning



Denise Jones

2405845

BWLW4008

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Introduction

Success is frequently defined as achieving specific performance goals, but it also includes a broader range of criteria such as personal development, meeting set objectives, teamwork, leadership, and the ability to develop positive working relationships that support an effective and collaborative workplace. Therefore, success in the workplace can be described as the continuing development of abilities that benefit both the individual and the company (Drucker 2007). The ability to adapt to changes in the workplace is critical to success, whether it's adjusting to new technology, transferring teams, managing staff absenteeism, or responding to changing funding requirements and industry standards. According to research, individuals who constantly improve their abilities and adapt to change are more likely to achieve professional success and job satisfaction (Kuvaas, 2008).

Effective communication is often recognised as one of the most important abilities for organisational success. Both verbal and nonverbal communication promote collaboration and idea sharing, resulting in clearer project outcomes and higher organisational morale by establishing rapport and maintaining effective working relationships (Kim and Meganck, 2025). Strong workplace communication contributes to team success and improves employee engagement and conflict resolution (Heck, 2012). Leadership also plays an important role in motivating and inspiring others, hence boosting performance and strengthening organisational commitment (Bass, 1990; Mullins & McLean, 2019). A strong work ethic and personal accountability are both crucial. Individuals who excel frequently demonstrate dependability, initiative, efficient time management, and a willingness to go above and beyond expectations. According to the Chartered Institute of Personnel and Development (CIPD, 2017), such characteristics are associated with increased employee engagement and lower worker turnover. Furthermore, organisations that promote positive cultures those that value open feedback, collaboration, and recognition are more likely to have greater levels of employee happiness and productivity (Cameron & Quinn, 2011). A respectful and inclusive workplace that encourages diversity and cultural understanding is also necessary, as it encourages a sense of belonging and secure mental health, both of which are important factors in long-term success (Kotter, 1996). According to Wilson (2016), soft skills like empathy, adaptability, and respect are essential for creating inclusive cultures that value cooperation and mutual support.

Success is assessed not just by outcomes, but also by continuous evaluation of individual and organisational performance, which is frequently done using methods like Key Performance Indicators (KPIs), performance evaluations, and employee feedback surveys (Armstrong, 2012). Modern businesses are looking for well-rounded workers with good interpersonal skills, adaptability, cultural fit, and the capacity to contribute in changing work situations (Holmes, 2017). While degrees are still crucial, practical experience, problem-solving skills, and communication talents are increasingly emphasised.

Individuals must demonstrate advanced employability skills such as effective CV writing, professional letter writing, and the use of platforms like LinkedIn to increase visibility and promote abilities in order to be considered for recruitment. These tools are essential for establishing excellent first impressions, accessing larger employment markets, and meeting employer expectations (Trought, 2017).

The selection stage is critical in recruitment, beginning after the initial applications are assessed. Many businesses increasingly use Artificial Intelligence (AI) systems to review CVs, and emphasise relevant experience (Brown, 2023). Artificial intelligence is also utilised in video interviews to assess communication styles and emotional responses. However, ethical worries about prejudice have prompted many businesses to mix AI results with human judgement in order to promote justice and inclusivity. Interview skills are increasingly being examined utilising organised approaches such as the STAR methodology (Situation, Task, Action, Result), as well as practical assignments and group activities, either in person or through platforms such as Microsoft Teams. Employers also consider cultural alignment and frequently do reference checks before making final decisions. In today's competitive economy, networking is an important approach for professional development, allowing individuals to reach job markets, express their views, and make industry contacts. Finally, the selection processes demonstrate a shift towards evidence-based, technology-supported recruitment techniques that stress efficiency, fairness, and long-term organisational performance (Jobs, 2005).



Denise Jones

CCCTV operator/ customer care advisor

Contact Details

2405845@student.uwtsd.ac.uk
www.linkedin.com/in/denise-jones-a52bab354

Tel no: 07821687920

Key skills

- CCTV Monitoring
- Accessing control systems
- Incident reporting to police
- Emergency response
- Call handling.
- Clear communication skills
- Customer service
- Patience
- Conflict resolution
- Teamwork
- Time management
- Trustworthy

Professional summary

Experienced CCTV operator and customer service professional with more than 20 years of demonstrated effectiveness in incident response, public safety, and real-time observation. Highly skilled in emergency response, CCTV monitoring, control system access, and police incident reporting. Experienced at working under pressure, handling crises with composure and professionalism while reacting immediately and effectively.

Responsible for responding to emergency calls during off-peak hours, demonstrating excellent customer service, patience, clear communication, and conflict resolution abilities. Regardless of the circumstance, I take pride in treating everyone with professionalism and respect. Trustworthy team player with excellent time management skills who is dedicated to promoting safer communities and public safety whilst holding a full driver's licence.

Currently studying a BA (Hons) in Criminology and Policing to advance my career and improve my abilities. I have a strong work ethic and am committed to continuing learning and development in my field.

Other Achievements

NVQ - Level 2 - Customer care
Keyboard Skills
Abusive and threatening phone calls
Data protection (GDPR)
Safeguarding
Emergency procedures
Equality, Diversity and Inclusion

Education

Certification of Secondary Education (CSE'S) **Maesteg Comprehensive girls School 1979 – 1986**

English – 2
Mathematics – 5
History – 2
Automobile Mechanics – 2
General science – 3
Office practice – 4
Childcare – Distinction
Home maintenance – 2
Geography – 3

University of Wales Trinity Saint David (UWTSD)

2002 - 2003 - Foundation degree in technology – Pass

2024 - 2027 - BA Honors Degree – Criminology and Policing – Current

Hobbies and Interests

- Crafting
- Reading
- Car boot Sales
- Family time
- Animals
- Shopping

While not at work, I engage in a variety of hobbies that stimulate my creativity and physical activity. I am passionate of reading and crafting, and I frequently create handmade gifts and decorations. In addition, I obtain pleasure from supporting local communities, discovering hidden treasures, and attending car boot sales. I am deeply passionate about assisting others, regardless of whether they are individuals or animals. Most importantly, I value the time I spend with my three children and my family. Family life is of highest priority to me, encouraging a supportive and close community, and creating joyful memories.

Employment History

2003 – Current – CCTV Operator / Customer Service Advisor

I monitor CCTV systems, promptly address incidents, and communicate with emergency services as necessary to ensure public safety. I adhere to strict confidentiality protocols to guarantee that sensitive information is handled responsibly. I consistently promote equality, diversity, and inclusion by treating all individuals with equal opportunity, dignity, and respect, while responding to customer enquiries, resolving complaints efficiently, and providing exceptional customer service in a fast-paced environment.

2002 – 2003 – Compass Catering – Catering assistant

I supported kitchen operations, upheld strict hygienic standards, and assisted in preparing and serving food to sizable gatherings. When needed, I also worked front of house and helped with stock control maintaining professional customer service skills.

2001 – 2002 Ann’s Café - Café assistant

I prepared light meals and served customers while working front of house. Managing money, maintaining the café’s cleanliness and friendliness, and developing a good rapport with frequent customers were all part of a working family.

1999 – 2001 Maesteg Golf - Bar work / Catering supervisor

I supervised a small team, oversaw catering, and served food and beverages to attendees and members. I oversaw ordering supplies, keeping an eye on inventory, and making sure everything ran smoothly every day.

References 1

CCTV Operator Manager
Name: Denise Evans
Contact Details: 07898114211

Reference 2

Compass Catering
Name: Helen James
Contact Details: 07565711980

Cover letter

As a dedicated and vigilant CCTV Operator, I have honed my skills in monitoring and managing surveillance systems to ensure public safety and security (College of Policing, 2021). Adept at handling confidential information in compliance with data protection regulations (UK Government, 2018). I monitor multiple screens and alarm systems, identify and report suspicious activities, and maintain surveillance equipment. Strong teamwork skills, collaborating effectively with colleagues and emergency services to support security (Home Office, 2022). Experienced in shift work, demonstrating resilience and attentiveness in high-pressure environments (Health and Safety Executive, 2023). Excellent communication and customer service abilities, managing telephone inquiries and public interactions professionally in a fast-paced environment (Equality and Human Rights Commission, 2020). Committed to accuracy, security, and operational efficiency. I work in a central control room, coordinating with local security personnel and law enforcement to provide specific intelligence about suspects and incidents, providing crucial support in investigations and operations. My duties include recording and storing footage, ensuring compliance with data protection law (*Data Protection Act 2018*.) with a keen eye for detail and a commitment to maintaining the highest data protection, confidentiality and privacy standards, I contribute significantly to the safety and security of the community. Below are my qualifications and skills that contribute to a CCTV operator.

Skills and Qualifications.

- Proven experience as a CCTV Operator
- Proficient in operating and maintaining surveillance systems
- Strong observational and analytical skills
- Ability to remain focused and calm under pressure
- Excellent communication and coordination abilities
- Confidentiality: Ensuring sensitive information is protected and handled with discretion
- Customer Service: Providing assistance and support to the public and law enforcement agencies.

- Teamwork: Collaborating effectively with colleagues and law enforcement personnel
- Reliability: Consistently dependable and trustworthy in performing duties.

Another part of my job is as a customer service advisor. I run the out-of-hours emergency services for Bridgend County Borough Council, alongside my career as a CCTV operator, on all my night and weekend shifts, and take calls from the public and police. I help solve problems, deal with customer complaints by phone or website, and instruct departments to help solve the issues brought to me. This involves good listening skills and calm communication. Records of all interactions are kept, and reports are made for further reference.

LinkedIn

www.linkedin.com/in/denise-jones-a52bab354





Denise Jones She/Her [Add verification badge](#)

CCTV Operator at Bridgend County Borough Council

Maesteg, Wales, United Kingdom · [Contact info](#)

 Bridgend County Borough Council

 University of Wales Trinity Saint David

[Open to](#) [Add profile section](#) [Enhance profile](#) [Resources](#)

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