

Job Framework

Job Title	CCTV Operator	Probationary Period	6months
Location	Kampala, Uganda	No. of Direct Reports	NA
Reporting to	DIT Lead/Channel Lead	Budget Responsibilities (Y/N)	Y

About Us

Marie Stopes Uganda (MSUG) is one of 37 country programmes within MSI Reproductive Choices, a global organisation dedicated to ensuring individuals can access quality reproductive healthcare and make informed choices about their reproductive lives. Across Uganda, our team delivers high-quality sexual and reproductive health services through a wide range of service delivery channels. We strengthen public health systems in more than 915 public health facilities, operate 25 mobile outreach teams, 12 health centres, and a maternity hospital, and distribute socially marketed products including Flame and Lifeguard condoms, Back Up emergency contraception, and Well Plan daily contraceptive pills. Through these services, we empower women and families to choose whether and when to have children, enabling them to pursue their aspirations and build healthier, more prosperous futures.

The Role

The CCTV Operator is responsible for monitoring and operating closed-circuit television (CCTV) systems and related equipment to ensure the security and safety of the organization's premises, assets, staff, and visitors. The operator will report any suspicious activities, incidents, or malfunctions to the appropriate personnel and maintain accurate records of events observed.

Key Responsibilities

This role has key areas of responsibility as detailed:

- Monitor live and recorded CCTV footage for any suspicious activity or security breaches.
- Operate and control CCTV equipment in accordance with company policies and legal requirements.
- Respond promptly to alarms, incidents, or emergencies by following established protocols.
- Liaise with security personnel, management, and emergency services as necessary.
- Maintain accurate logs and records of observations, incidents, and actions taken.
- Regularly check and report any faults or issues with CCTV equipment.
- Ensure data protection and confidentiality of all recordings and information.
- Assist in investigations by providing relevant footage and reports.
- Any other duties assigned.

Qualifications, Experience, skills and attitudes:

- Diploma in Information Technology, Security Management, Electronics, or a related field.
- Proven experience in a similar security or surveillance role is preferred.
- Good observational skills and attention to detail.
- Ability to remain alert and focused for long periods.
- Strong communication skills, both written and verbal.
- Ability to work shifts, including nights, weekends, and holidays.
- Basic IT skills and familiarity with CCTV systems and software.
- High level of integrity and trustworthiness.
- Ability to handle sensitive information confidentially.
- Ability to stay calm and make decisions under pressure.
- Relevant security, safety, or CCTV operation training/certification is an advantage.

Team Member Behaviours- MSI Behaviours

Successful performance at MSU is not simply defined in terms of 'what' people achieve but equally is about 'how' people go about their jobs and the impact that they have on others. We encourage and expect all team members to demonstrate the following behaviors:

- **Model the Way**

I strive for excellence and act with clarity, integrity, accountability, and honesty in everything I do

I lead by example with transparency, honesty, and accountability, striving for excellence and encouraging open communication at all levels.

- **Inspire a Shared Vision**

I inspire a shared vision, stay strategically focused, communicate a clear plan, and prioritize the voices of our clients in decision-making.

I rally others around MSI's vision by appealing to shared aspirations; I translate strategy into clear goals, and believe that people - our clients, team members, and partners - are key to our success.

- **Challenge the Process**

I question, promote improvement, embrace new ideas, learn from experiences, and believe in developing myself and others.

I challenge convention, promote continuous learning and welcome feedback, I anticipate and manage change to better achieve MSI's mission.

- **Enable others to Act**

I create the conditions at MSI for others to contribute, work at their best, and develop to their fullest potential; I value differences and make sure that all voices are heard.

I focus on building trust, collaboration and shared ownership, while developing future leaders and treating others with dignity and respect.

- **Encourage the Heart**

I take the time to recognize others' contributions, celebrate successes together, nurture the MSI community, and show that I care.

I inspire high standards and challenging goals, appreciate individual excellence, celebrate our values and victories, and value our humanity.

Leadership (For Leaders only)

- *You inspire individuals and teams, through situational leadership, providing clear direction.*
- *You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.*
- *You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team.*

You articulate a vision of the future which inspires and excites others.

MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.
- **Client centered:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality.
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long-term sustainability and increased impact.
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.
- **Resilient:** In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against.
- **Inclusive:** We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.

If you meet the specified minimum job requirements, we encourage you to apply following the procedures below.

Application Process:

- Submit your cover letter, CV, and academic documents as a single PDF file.
 - Clearly indicate the job title in the subject line of your email.
 - Send your application to jobs@mariestopes.or.ug.
 - Applications will be reviewed on a rolling basis; early submissions are encouraged.
 - **Deadline: 30th August 2026**
1. **MSI UG IS AN EQUAL OPPORTUNITIES EMPLOYER, COMMITTED TO SAFEGUARDING HUMANITY AND EXPECTS ALL POSITION HOLDERS TO SHARE THIS COMMITMENT.**
 2. **MSI UG VALUES DIVERSITY, EQUALITY AND INCLUSIVITY AMONGST HER WORKFORCE.**
 3. **MSI UG HAS A WELL-GUIDED AND TRANSPARENT RECRUITMENT PROCESS THAT REQUIRES NO PAYMENT OR SEXUAL FAVOURS FROM ANY CANDIDATE/JOB APPLICANTS/POTENTIAL JOB SEEKERS AS A PRE-EMPLOYMENT REQUIREMENT.**
 4. **QUALIFIED FEMALE CANDIDATES ARE STRONGLY ENCOURAGED TO APPLY.**