

Post title	Security Officer
Division / Section	Corporate Property
Department	Facilities Management
Responsible To (Title)	Security Team Leaders
Number of post holders	28 (TBC)
Acting up/ Secondment	

Purpose of Job

Provide a security presence across CEC Corporate properties and be part of the mobile response team reacting to alarm activations across a number of other buildings such as Schools, Community Centres and Bus Depots. Duties will range from securing premises and personnel by patrolling property, monitoring surveillance equipment, inspecting buildings, equipment and a key holding and alarm response service.

MAJOR TASKS/JOB ACTIVITIES

The post holder will be required to provide high visibility security static guarding and mobile responses at various Council properties and Civic Buildings. This will include the following duties;

Security Duties

The post holder will be required to act as a Key holder to the site that they are scheduled to work in.

Ensure that incidents are investigated and appropriately recorded within the log book/incident report form. The post holder will also be required to investigate any alarm activation.

Complete regular security patrols ensuring that these adhere to the agreed protocol as detailed in the property's Assignment Instructions.

Accurately record, update and maintain the 'Daily Occurrence book' with maintenance issues, potential breaches of security or unusual occurrences/ incidents.

Monitor, respond and report potential incidents or threats before escalation, where possible with appropriate action.

Monitor and ensure that all security related equipment and working areas meet the expected standards of safety and cleanliness, reporting through the Security Team Leaders any non-conformities. The post holder will also need to ensure that all defects are reported through to the Helpdesk.

Where applicable, the post holder will be required to test security equipment, completing the appropriate logs and notifying the Security Team Leaders of any issues with reference to any malfunctioning equipment.

The post holder will provide support in emergency or evacuation situations in a calm and professional manner closely liaising with the emergency services including internal CEC colleagues.

Where applicable, conduct, update and maintain routine security administration including the issue of visitor passes and key management. This will include permitting entry to visitors and contractors in line with agreed CEC Security Policies and local Assignment Instructions.

Dealing with enquiries, responding to and logging lost property according to agreed security procedures.

Reporting any Health and Safety matter to the Facilities Helpdesk and monitoring that tasks are completed.

The post holder will also be required to attend sites, as part of the mobile security provision.

Control Room/ARC

The post holder will also be required, as part of a control room team, to monitor the CCTV/ARC systems responding and recording any issues or incidents that may arise.

Dealing with “key holding response” requests that may emanate from the Control Room/ARC and which will require a site attendance.

Supervision and Management of People

The post holder will not have direct management of staff but there will be a need to liaise with a number of internal and external stakeholders, including and on occasion the emergency services.

Creativity and Innovation

The post holder must perform his duties in a manner that safeguards the building/property including CEC staff and members of the public.

The post holder must be able to interpret and action agreed procedures within the relevant Assignment Instructions and be able to make decisions based on the processes noted within each Policy.

Contacts and Relationships

The post holder will predominantly liaise with members of the public and Council staff in dealing with a multitude of enquiries regarding security matters.

There will also be daily contact with Security colleagues operating in the outsourced Security contract.

Decisions (Discretion)

In the main the post holder will follow agreed procedures and written instructions. There will be a requirement to ensure that security tasks are completed in a diligent manner that does not place at risk either property or people.

Decisions (Consequences)

The result of any Security decision made will result in a safe and secure working environment which is focused on adhering to general Council Policies and Procedures including on site Assignment Instructions.

Resources

The post holder will have delegated responsibility for ensuring that all Security systems are fully functional including any personal radios and/or communication devices.

There will also be a requirement to drive vehicles used by the mobile service, as part of the responsive Security service.

Environment – Work Demands

The post holder will be required to undertake static guarding duties under office based conditions.

Undertake mobile Security patrol deliverables, reacting to alarm activations and patrolling and locking up Council properties where applicable.

The post holder will be required to attend out of hours incidents to CEC buildings.

The post holder will be part of a wider team monitoring the CCTV/ARC Control Room under office based conditions.

Environment – Physical

Although the post may be exposed to some physical demands, these will be predominantly within the range of normal security activities. It is anticipated that the post holder will spend 100% of their time undertaking the Security guarding duties.

Environment – Working conditions

When on site and during patrols/security surveys, the post holder may be exposed to dirt, noise, a range of weather conditions and, potentially, working in live-traffic situations.

Due to the nature of the role, the post holder may also be faced with certain situations where a high degree of diplomacy and tact may be required including dealing with offensive verbal comments from dissatisfied members of the public.

Environment – Work Context

The post-holder will be required to operate in difficult and at times challenging situations, utilising their knowledge, skills and experience particularly during potential alarm activations in buildings under sphere of responsibility.

Knowledge and Skills

A competent standard of literacy and numeracy is essential, as will be the need to complete paperwork accurately and to agreed deadlines and the ability to use a number of IT applications.

It is essential that the post holder is in possession of a clean driving licence (i.e. no Driving Licence Points).

The post holder must have at least three years experience of working within a Security environment and knowledge of security systems and their operation is essential.

High standard of communication and customer care is essential with the ability to communicate effectively with other staff, visitors and contractors.

The post holder must also possess conflict resolution skills and the ability to maintain calm and self-control in difficult situations, minimising panic in others.

The post holder will also be required to work unsocial hours and shift patterns including periodic work in unpleasant conditions both indoors and outdoors.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Date..... Signed.....(Line Manager)

Date..... Signed.....(Head of Service)