

Person Specification

Position Title	Security Officer
Division / Section	Corporate Property
Service Area	Facilities Management
Responsible To	Security Team Leader

Person Specification

**Qualifications,
training &
professional
membership**

- Good standard of written and spoken English. Essential
- Knowledge of CCTV codes of practice and Data Protection Act including Fire processes and Health and Safety. Essential
- Clean Full Driving Licence and the Ability to be granted a CEC Driving Permit Essential
- A Valid SIA Licence Holder permitting them to Carry out the duties of a Door Security Officer Essential

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

Security Management Experience

- Significant experience in a Security Environment. Essential
- A good working knowledge of security systems, including CCTV and access control and Assignment Instructions to promote effective security operations for the protection of assets and people. Essential
- Ability to operate fire alarms and security access systems. Essential
- Experience of dealing with emergency situations including building evacuations and potential Essential

- disturbances.
- Good knowledge of the security environment, the potential risks, threats and actions to mitigate these. Essential
 - Ability to operate, maintain, accurate record on both information systems and hard copy. Essential
 - Ability to liaise and communicate clearly with other staff, visitors and contractors, demonstrating excellent customer care. Essential
 - Ability to communicate and respond appropriately to alarms, evacuations, incidents and emergency whilst following security procedures and ensuring safety. Essential
 - Experience of completing security records, log books and following Assignment Instructions processes. Essential

Partnership and Engagement

- Demonstrable experience of working within a Security team delivering shared results. Essential

Communication and Presentational skills

- Demonstrate excellent communication and customer care skills. Essential

General

- Self motivated with the ability to carry out duties with minimal supervision. Essential
- ICT literate with a good knowledge of all Microsoft packages, particularly Outlook and Word. Essential
- Ability to co-ordinate a range of duties and meet deadlines. Essential
- Ability to remain calm and respond positively to challenging situations and difficulties. Essential
- The ability to be flexible and adaptable in performing tasks which are normally outside the job specification but considered commensurate with the role. Essential
- An ability to undertake investigations and to employ analytical techniques. Essential

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

- | | |
|--|---|
| Customer focused | <ul style="list-style-type: none">• is respectful and courteous to customers/clients• understands and resolves customer/clients needs• takes opportunities to improve customer/client services• is aware of service levels expected and strives to meet them• seeks and acts on feedback from customers/clients• supports others when dealing with customers/clients |
| Works Effectively with others | <ul style="list-style-type: none">• treats others in a fair and equal manner• considers and respects other people's ideas/opinions• co-operates with others in the workplace• adapts own views and ideas for the good of the team• goes out of their way to help others |
| Managing change | <ul style="list-style-type: none">• is willing to try new or different ways of working• displays a flexible attitude to duties and responsibilities• reprioritises own work when deadlines are changed• helps others to adapt to change |
| Taking Ownership and Responsibility | <ul style="list-style-type: none">• manages own time effectively and works productively• responds positively to feedback and takes appropriate action• ensures own knowledge and skills are sufficient for the job• considers how own behaviour affects others and changes accordingly• recognises and acts when something needs to be done. |
| Communicating Effectively | <ul style="list-style-type: none">• listens carefully and asks questions if understanding is unclear• uses simple and clear language• seeks advice when necessary• provides clear and accurate information• uses appropriate body language and eye contact. |

**Planning and
Decision Making**

- works in a planned and organised way
- follows instructions and procedures
- understands what decisions can be taken within own duties and makes them when required
- takes account of available resources when planning own work activities.