



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Security Officer	Grade/ Level: Level 3	Post Number: SBC_10022
Directorate: Swindon Commercial Services	Job Family: Security & Disaster Management	Date Prepared: Nov 2023

Role reports to: Security Manager

*Please attach an organisation chart showing where this job reports within the structure.

Job Purpose:

To maintain a high standard of service to all Customers/Clients regarding patrols, guard duties, operating and monitoring of CCTV contacts, and either responding to incidents appropriately, acting as Local Authority Incident Officer or maintaining logs and being the SBC Coordinator for any emergency incidents reported.

Key Accountabilities:

CCTV / incident control

- Operating and monitoring CCTV equipment where installed.
- Supporting SBC colleagues and partner organisations i.e. Wiltshire Police with on-going CCTV incidents and/or the provision of pictures and or clips of CCTV.
- Coordinating SBC response to any emergency incident raised and logging the actions taken by SBC and acting as liaison with other partner organisations.

Campus patrolling / responding

- Carry out site security patrols and static guard duties as directed.
- Respond to incidents on Campus that could cover first aid and fire alarms
- Assist with emergency evacuations
- Control public and staff access to premises, checking ID cards where required.
- Provide emergency response to urgent calls via radio

Lock ups / unlocks

- Assist with the securing of the buildings at the end of the operational day, and escort staff to their cars, if required.
- Assist with opening buildings at the start of operational days.

Local Authority Incident Officer

- Act as Local Authority Incident Officer attending the scene of an emergency incident at the request of partner organisations. To act as a point of liaison between SBC and partner organisations at the incident.
- Requesting additional SBC resources as required via the CCTV Control Room.
- To brief SBC Tactical on call Officer regarding progress of the incident, requesting any additional assistance required from them.

Supplementary Accountabilities:

In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

Job Scope:**Number and type of jobs managed:****Typical tasks supervised/allocated to others:****Job Scope:****Budget:****Assets:****Knowledge and Experience:****Minimum:**

- GCSE Grade C or above or equivalent in English Language or proven ability to read and understand working instructions and accurately complete documentation
- SIA Qualification (*equivalent to BTEC II*)

Preferred:

- Driving Licence
- Previous security experience
- First Aid at Work qualification
- Previous customer related (face to face) experience

Working Environment:

- Internal and External works
- Working in unpleasant conditions

Potential Risks:

- Potential exists for aggression and risk for injury

Decision Making:

- Is empowered to make daily decisions within a structured process

Contacts and Relationships:

- Verbal contact with members of staff, visitors, police etc.

Creativity and Innovation:

- SBC resources to suggest and devise improvements for delivery
- Challenge procedures
- Be able to write reports and complete log sheets and incident forms
- To look for solutions to emergency incidents utilising

Job Specific Competencies:

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:**Print Name:****Date****Line Manager's Signature****Print Name:****Date:**