



Role Profile

Job Title: Security Officer	Grade/ Level: K	Post Number: SD6039 v3
Directorate: Swindon Commercial Services	Job Family: Security & Disaster Management	Date Prepared:

Role reports to (Job Title): 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 and operating and monitoring of CCTV contracts.

Key Accountabilities:

1. Carry out site security patrols and static guard duties as directed, operating and monitoring CCTV equipment where installed.
2. Assist with checks on public and staff areas and report deficiencies to the appropriate officers.
3. Control public and staff access to premises, checking ID cards where required.
4. Assist with the securing of the buildings at the end of the operational day, and escort staff to their cars.
5. Assist with emergency and evacuation procedures.
6. Be aware of site intruder and fire alarm systems, and utilise the systems to ensure maximum security at all times.
7. Collection and delivery of mail and cash floats, as required.
8. Deal with staff and members of the public in a professional manner, compatible with Council policy on customer care, handling difficult situations with tact and diplomacy.
9. Provide emergency response to urgent calls via radio/pager.
10. Patrol car parks.
11. Undertake other duties that can be accommodated within the guarding level of the post.
12. Dealing with the flow of traffic and parking at all sites.
13. Respond to emergencies for all sites and deal with accordingly.
14. Detail all entries into loss and records accordingly.
15. Help provide a fire service dept

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*) *cctv and door supervisor*

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:

- To suggest and devise improvements for delivery
- Challenge procedures
- Be able to write reports and complete log sheets and incident forms

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect

everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people?"

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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: