Role profile

**Security Officer (Mobile)**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

|  |  |
| --- | --- |
| **Service** | Property & Facilities |
| **Reports to** | Security Manager |
| **Job family** | Operational Services |
| **Grade** | D |
| **Political restricted?** | N |
| **DBS required?** | N |
| **Date** | November 2022 |
| **JE Code** | JE2328 |

Key deliverables

|  |  |
| --- | --- |
| **1** | Provide mobile keyholding and alarm response services across the Milton Keynes council corporate landlord portfolio. Responding to in and OOH (Out of Hours) alarm activations or notified security breaches acting as the first point of call for emergency services and liaison with Site representatives. |
| **2** | Provide mobile patrols, regular and irregular as per service need and risk. To act as the deterrent to any potential heightened risk situation and provide a safe visual to both colleagues and the local community. |
| **3** | Undertake site access and egress service (unlock and lock ups) scheduled and Ad-hoc across the portfolio. Ensuring that sites are safe and ready for colleagues and visitors, inspecting visual safety checks to sites fire safety, exit routes. |
| **4** | To be a core member of the team on shift responding to panic alarms and lone working systems to Security team and wider Milton Keynes council colleagues. To act as Static guard as required for high-risk on-site meetings or public attendances. |
| **5** | To be aware of and act upon safety measures and good practice put in place to reduces risk of accidents or incidents. To be accountable as first person/s onsite identifying potential fire risks, to escalate concerns in need of remedial action to the facilities team. |
| **6** | Utilise the inhouse reporting systems and software, to carry out concise reporting to activations or incidents. Undertake regular site spot checks to ensure data within the assignments instructions and risk management process is correct and up to date in line with Security supervisors. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

|  |  |
| --- | --- |
| **1** | Good standard of education and qualifications to NVQ 2 standard or a minimum of 3 GCSE’, A\* - C (Including Maths and English. |
| **2** | Can communicate clearly and effectively both verbally and in writing. |
| **3** | SIA front line license (in date) and Full driving license. |
| **4** | In date First aid at work (FAW) qualification. |
| **5** | Two years’ experience of Security services (desirably within Mobile security). |
| **6** | IT literate and ability to utilise equipment, systems, and software as part of the core roles and responsibilities. |

Job family

**Operational Services (Grade D)**

|  |  |
| --- | --- |
| **Colleague expectations**   * Be professional at all times * Work together for the good of the team, city council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Manager expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the city council owns and/or manages. They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders will use both practical skills and the knowledge of team policies and procedures which allow effective supervision and accountability for team outputs. They will deal with a variety of day to day problems independently.

**The knowledge and skills required**

The focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. They will need speed, dexterity and co-ordination to effectively carry out their duties.

The range of knowledge required to fulfil the duties will include a combination of practical skills and the organisational expertise to manage the small-scale provision of services in the context of wider team objectives.

**Thinking, planning and communication**

Job holders will be required to exchange information with colleagues or others. For instance, the distribution or receipt of health and safety instructions, work schedules and operating manuals.

Not all situations will be completely clear and there will be a need to investigate circumstances, issues and problems in order to determine a solution or make short term changes to tasks or duties.

**Decision making and innovation**

Job holders will work within standard procedural guidelines but will use their initiative to establish their own daily priorities and deal independently with unexpected problems. Anything particularly awkward or unusual would be referred to the appropriate manager or supervisor.

**Areas of responsibility**

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks. They will have some supervisory responsibility and will be accountable for the quality and timeliness of work done by others, including volunteers and contractors.

Job holders may have some financial responsibility which might include regular cash handling or spending small sums from an agreed budget.

Job holders will be using tools, vehicles and/or equipment daily and will share responsibility for their care and basic maintenance. There will be additional shared responsibility for the care and/or cleaning and maintenance of city council premise or workspaces.

**Impacts and demands**

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will be a need to maintain an awareness of the work surroundings and the actions of others in order to maintain required health and safety standards.

Although some job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.