



Security Officer (Mobile)

JE Code: JE2328

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| **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 |
| **Date:** | November 2022 |

**Key Deliverables**

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| **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 council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **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

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| **Colleagues Expectations**   * Be professional at all times * Work together for the good of the team, 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 | **Managers 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 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.

### Role characteristics

At this level job holders carry out a number of different tasks using a wide range of tools and equipment. They depend upon their experience and initiative to make day to day choices about work methods and short-term priorities.

### The knowledge and skills required

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

Carrying out tasks will require job holders to be trained and/or experienced in a range of duties using a variety of tools and equipment. Numeracy and literacy skills will be needed to progress work and maintain records.

### Thinking, planning and communication

Most work will be routine in nature, but there will be the need to make straightforward judgements about day to day choices where the job holder will have little doubt what to do.

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.

**Decision making and innovation**

Job holders will work from standard instructions but will use their initiative to make minor day to day decisions. Usually following laid down procedures or under specific instructions. They will not be expected to deviate from established practices in carrying out tasks.

### 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. There will be no supervisory responsibilities at this level although job holders may assist with the orientation of new starters or volunteers.

Other than the occasional handling of small amounts of cash or financial records, job holders will have no financial responsibilities.

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 Council premises 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.