

Security Officer

(Waking House)

JE Code: JE2333

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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 2021 |

**Key Deliverables**

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| **1.** | Working with vulnerable people with complex needs with compassion and empathy whilst maintaining security and boundaries to the premises. Presenting, a smart, alert, visible and vigilant Security presence to the service. Booking in residents, inductions, and safety measures. |
| **2.** | Conducting shift handover procedures at the start and end of each shift to ensure all matters of concern or note occurrences during shifts are passed on for the purposes of service and incident management. |
| **3.** | Log in visitors/vendors/contractors. Maintain a daily log of all activities for the service enabling concise reporting and detail information to key workers. |
| **4.** | Ensuring the safety and security of our clients, buildings, and assets by complying with safe working procedures and carrying out all security duties as specified. Answer phones, monitoring CCTV cameras and alarm systems. Conducting patrols of inside client site. |
| **5.** | To be lead in the fire evacuation team, ensuring that the procedures are followed in a safe and controlled manner. |
| **6.** | Working as responsible person on site to see, hear, and evaluate situations providing conflict resolution assistance where there is potential for conflict including patrols. Be aware of the clientele that the service provides with a heightened awareness of practical and emotional de-escalation procedures with integrity, escalating welfare concerns to other trained persons on site. |

*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.** | Fully enhance DBS. |
| **3.** | SIA front line license (in date) Door supervisor CCTV license desirable. |
| **4.** | In date First aid at work (FAW) qualification and Mental health first aid – desirable. |
| **5.** | Two years’ experience of Security services – ideally within housing or vulnerable service provision. |
| **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
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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.