

**Job Description**

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| **Department** | **Chief Executive’s Department**  |
| **Job Title** | Security & Response Officer |
| **Grade** | C |
| **Primary Purpose of Job** | The delivery of an efficient and effective Security and Response Service. To provide for the safety of staff and visitors to defined Council establishments and protection of Council assets. |
| **Reporting To** | Security and Response Shift Supervisor/Operations Team Leader |

**Main Duties**

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| **1** | Record service details, handle incoming/outgoing calls, and maintain effective communication with the public, emergency services, and Council Officers. Conduct patrols, monitor premises with security systems, and lock/unlock facilities. Ensure Health and safety and supervise evacuations during emergencies in Civic buildings. |
| **2** | Control employee and visitor access and exit to premises, oversee means of access, address unauthorised entry, and regulate movement of goods and cash. Respond to emergency service calls and coordinate on-call service for incident response. |
| **3** | Monitor internal and external CCTV systems, coordinate with security, emergency services, and private patrols in response to incidents. Maintain records following the BMBC Code of Practice and Operators Manual. |
| **4** |  Efficiently handle responsibilities such as responding to service requests for the Council's Sharps Recovery Service, maintaining routine delivery service, coordinating emergency out-of-hours deliveries, managing cash transactions and transit, and promptly responding to alarm and key holding activations by driving, reporting incidents, and executing necessary system resets. |
| **5** | Operate control room-based ICT equipment such as incident reporting databases, alarm handling equipment and winter temperature monitoring equipment. To provide a friendly and helpful customer interface, providing advice and assistance to members of the public with regards to services provided by the department and the Council. |
| **6** | Attend Court and give evidence when necessary. |
| **7** | To assist in the evacuation of buildings and public spaces in the event of fire, public disturbance, or other emergency (including requirements under the Councils emergency/business continuity plan). |
| **8** | Support and maintain the use of information systems, cotag security system and Tabs diary management system for the Security diary and the inputting of data for running reports for charging purposes. Administering, programming, and providing the correct access to all Bolton Council staff. |
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| **Date Job Description /updated:**  | **November 2023** |
| **Job Description prepared by:**  | **Building Services Manager** |

**Person Specification**

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| **Department** | **CHIEF EXECUTIVE’S Department** |
| **Job Title** | **Security & Response Officer** |
| **Stage One** | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see Carers-Charter-FINAL.pdf (gmhsc.org.uk) are guaranteed an interview if they meet the essential criteria for the role  |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | Ability to communicate verbally and in writing. Responding assertively and responsibly in a positive manner when dealing with emergency calls, the public, employees and the emergency services. | Application Form/Interview |
| 2. | Ability to clearly transmit, receive and understand messages via computer system, intercom, radio and telephone.  | Application Form/Interview |
| 3. | Ability to keep detailed and systematic records in relation to all duties on the Job description in order that incidents can be recalled when required for investigation or prosecution. | Application Form/Interview |
| 4. | Ability to work as part of a team | Interview |
| 5. | Awareness of Health & Safety and be able to demonstrate this within the work environment | Application Form / Interview |
| 6. | Ability to have keyboard skills and various computer systems.  | Interview |
| 7. | Ability to write clear concise written logs. | Application Form / Interview |
| 8. | Ability to use own initiative and be proactive. | Application Form / Interview |
| 9.  | Ability to control employee and visitor access and exit to premises, in accordance SIA licence protocols  | Application Form / Interview/ Assessment  |
|  | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section  | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | At least 3 years security experience in a relevant service area | Application Form / Interview |
| 2. | Full current driving licence | Application Form/Interview |
| 3.  | SIA License  | Application Form/Interview  |
| 4. | A security type qualification or willingness to undertake training and development including NVQ training relevant to the position. | Application Form / Interview |
| 5. | Experience of using ICT including Microsoft Office applications. | Application Form / Interview |
| **3. Work Related Circumstances** |
| 1. | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | Interview |
| 2. | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | Interview |
| 3. | This role requires the job holder to work outside of normal office hours covering evenings and weekends, to meet the needs of the service.  | Interview  |
| 4. | This role requires the job holder to be physically fit and able to carry out aspects of the job such as lifting/carrying/standing for lengthy periods.  | Interview  |
| 5. | This role has a minimum age requirement due to the nature of the position of 18 years  | Interview  |
| 6. | Working hours to be in line with service needs. | Interview |
| 7. | Requirement to wear a uniform  | Interview |

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**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





