

JOB DESCRIPTION

JOB TITLE:	Security Officer (Day)
REPORTS TO:	Duty Manager - Royal Pavilion Estate
DELIVERY UNIT:	Economy, Environment & Culture
SECTION:	Royal Pavilion & Museums

PURPOSE OF JOB

The postholder will be part of a team which will be responsible for the safety and security of buildings on the Royal Pavilion Estate outside of public opening hours. Team members will staff the Royal Pavilion Security Control room during the day.

To be responsible for the maintenance, integrity, security and safety of the Division's buildings, collections, staff and visitors.

PRINCIPAL ACCOUNTABILITIES

- 2.1 To staff the Royal Pavilion Security Control Room, including answering the telephone, dealing with complaints and queries (and escorting persons, goods, baggage or vehicles). Carry out routine administrative duties in relation to fire, health and safety, and security in the completion of logs, incident reports and safety records, including the issue of keys, parking requests and checking of documentation and passes.
- 2.2 To be responsible for building lock-up and unlock, carry out security patrols when the buildings are closed to the public, operation of fire alarms, intruder alarms, communication and CCTV systems and identification of security risks to maintain the safety and security of the Royal Pavilion & Museums' buildings, collections, staff and visitors. Assist with the evacuation of wheelchair users and help visitors with disabilities as necessary. To be part of the emergency call out team in the event of a major incident.
- 2.3 To assist with all emergencies and incidents such as theft of Council or personal property, vandalism or damage to the collections or buildings, gas leak, power failure, flooding, leaks and water damage, medical emergencies/accident reporting, suspicious parcels/objects bomb threats, fire investigation and evacuation procedures ensuring compliance with regulations and procedures.

- 2.4 To maintain excellent standards of dress and personal appearance. Security Officers are required to wear the correct uniform (which will be provided), name badge, carry a security pass and use a radio and earpiece whenever on duty.
- 2.5 To assist in the effective operation and delivery of events, functions, private views and openings taking place whilst on duty. In addition, to assist with function and meeting set-up eg assemble/dismantle platforms, equipment, move and set up furniture etc as required and directed. To liaise with seasonal grounds security staff to monitor activities in the Royal Pavilion grounds.
- 2.6 To co-operate with and assist the statutory authorities (Police, Fire & Rescue Service etc) as required.
- 2.7 To attend and participate in daily briefings to develop skills and knowledge pertinent to the post and to ensure awareness of any events taking place eg corporate functions, talks etc to assist in smooth service delivery. Ensure professional standards and practices are achieved so that Divisional service standards are met and visitor access is maximised through teamwork and effective communication.
- 2.8 To take action on and report incidents in the Royal Pavilion grounds to the appropriate authority where these directly affect the buildings and/or contents.
- 2.9 To prepare and maintain regular reports of daily activities and incidents. In addition, preparing ad-hoc reports when required.
- 2.10 To provide minor maintenance duties as directed out of hours (eg changing light bulbs, boarding up windows).
- 2.11 Postholders will be required to maintain effective working relationships with colleagues across the Royal Pavilion & Museums Division.
- 2.12 To undertake search duties as and when required.

You must be prepared to implement the Council's Equalities Policy at a level appropriate to the job and must at all times carry out your duties with due regard to the Council's Equalities Policy.

You must be prepared to be responsible for the implementation of, and compliance with, the provisions of legislation relating to the health and safety of such employees and areas of the workplace as fall under your direct control and for complying with legislation relating to such works and contracts as are within your direct responsibility.

You will be required to undertake such other duties appropriate to the grade and character of the work as may reasonably be required of you. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in this job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to your job. You will be consulted about any proposed changes. Significant

permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

BRIGHTON & HOVE CITY COUNCIL
PERSON SPECIFICATION

JOB TITLE: Security Officer (Day)

DELIVERY UNIT: Economy, Environment & Culture

SECTION: Royal Pavilion & Museums

CRITERIA	ESSENTIAL CRITERIA
Job Related Knowledge, Experience & Qualifications	<p>Experience of working with people from a wide variety of backgrounds and diverse range of needs in a customer service context.</p> <p>Experience of working in a security role including managing emergency and evacuation procedures.</p> <p>Knowledge and understanding of security and emergency technology eg CCTV, security cameras, fire alarm systems and security alarms; fire safety and workplace regulations.</p> <p>Basic awareness of legislation relating to trespass, theft, assault, criminal damage and arrest procedures.</p> <p>Awareness of conservation & security issues in relation to museum artefacts and historic houses.</p> <p>Willingness to attain Security Industry Authority licence if not already qualified.</p>
Skills & Abilities	<p>Good customer care skills in order to work with the public in a polite and courteous manner. Commitment to providing first class customer service.</p> <p>Ability to communicate effectively both orally and in writing and to build positive working relationships within and outside the section. Ability to keep clear and accurate records.</p> <p>Good problem solving skills and ability to use initiative and common sense in order to make responsible decisions.</p> <p>Good observational skills to facilitate patrol duties.</p> <p>Good IT skills and willingness to learn Microsoft Office packages.</p>

	Ability to work flexibly alone or as part of a team and the ability to react effectively and make judgements in difficult or emergency situations.
Equal Opportunities	To be able to demonstrate a commitment to the principles of Equal Opportunities and be able to carry out duties in accordance with that policy
Other Requirements	<p>Must have a professional standard of personal presentation. Must be prepared to wear the correct uniform provided at all times when on duty.</p> <p>Must have a positive attitude to cultural and organisational change.</p> <p>Must be prepared to attend training sessions or meetings as required.</p> <p>Must be physically fit and able to lift, stand and walk for long periods, and react quickly in an emergency situation</p> <p>Will be required to work a shift system which will include weekends and Bank Holidays.</p>