



## APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Security Officer**

**Vacancy ID: 010430**

Salary: £18,795 - £19,171 Annually

Closing Date: 22/09/2019

## **Benefits & Grade**

Grade E (plus Unsociable Working allowance)

## **Contract Details**

Permanent

## **Contract Hours**

37 hours per week

## **Job Description**

Stockton on Tees Borough Council is committed to ensuring that our communities, parks and open spaces remain a safe and welcoming environment for all residents and visitors to enjoy. A rare and exciting opportunity has arisen within our Security and Surveillance Service, who are at the forefront of ensuring that we continue to meet our commitments on Community Safety in Stockton-on-Tees.

The successful candidate will be required to support the Security and Surveillance Supervisor by undertaking a wide range of duties to cover all services offered by the Security and Surveillance section on a shift based rota. Typical duties will include the proactive monitoring of a vast CCTV network, undertaking all duties in the control room environment and providing a security presence where directed. The post holder will also be required to undertake their own administration duties such as recording requests for service coming into the Council and ensure updates are accurately logged on a range of recording systems.

Whilst we are looking for candidates who are familiar with this industry, it is by no means vital as full training and licencing will be provided to the right individual.


An online application form and further information is available from [www.stockton.gov.uk/jobs](http://www.stockton.gov.uk/jobs).

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Paul Leonard, Control Room Manager on 01642 527400.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>	
<b>Directorate:</b>  Community Services		<b>Service Area:</b>  Security and Surveillance	
<b>JOB TITLE:</b> Security Officer			
<b>GRADE:</b> E			
<b>REPORTING TO:</b> Senior Security Services Officer			
1.	<b>JOB SUMMARY:</b>  To support the Security and Surveillance Supervisor by undertaking a wide range of duties to cover all services offered by the Security and Surveillance section on a shift based rota. Typical duties will include the proactive monitoring of a vast CCTV network, undertaking all duties in the control room environment and providing a security presence where directed. The post holder will also be required to undertake their own administration duties such as recording requests for service coming into the Council and ensure updates are accurately logged on a range of recording systems.		
2.	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1.	To undertake a range of diverse duties within the challenging surroundings of the control room environment that ensures the efficient and continuous operation of the building, 24 hours per day, 365 days per year, in order to work towards achieving the pre-determined objectives in the Business Unit Plan set by the Operations Manager. This may include supporting the supervisor in executing their duties, as directed.	
	2.	To carry out routine and specific surveillance monitoring of both public space and private CCTV systems in line with all current directives, regulations and legislation. To also be personally responsible for your own development in ensuring you're knowledge of best practice remains current and in line with government recommendation and is followed.	
	3.	To fully understand and be conversant in all operational procedures surrounding the work carried out in the control room, including but not limited to CCTV, Security, emergency incidents and the co-ordination of other out of hours services when directed i.e. Emergency Duty Team.	
	4.	To be responsible, when directed, to ensure that the equipment used during the course of a shift is in full working order and safe. This includes the reporting of faults to equipment such as CCTV cameras and access control systems accurately and as soon as reasonably practical. This may also include the safe operation and checking of motor vehicles in line with the Councils Fleet Management Policy.	
	5.	To carry out mobile and static security patrols as required in all weather conditions, including the attendance of alarm activations and other security responsibilities/duties for both public and private customers, including the relief of staff. This can include in a motor vehicle or by any other reasonable means (such as walking) both individually or in teams when directed.	
	6	To undertake detailed and diligent CCTV reviews in line with established procedures and legislation for all eligible partners. This can include reviews of serious and disturbing	

		incidents that form part of wider criminal investigation that must be monitored by law (Police and Criminal Evidence Act).
	7	In line with partnership obligations, the preparation of personal witness statements, reports and Court attendance will be required, to a high standard when representing the Authority.
	8	To be the first contact point for requests for service made by customers, clients or as a response to on-going situations. This includes the accurate recording of requests and providing a detailed update on a computer in order to dispatch officers. This includes operating as the single Council point of contact, out of hours, for a diverse range of services.
	9	To provide an enhanced level of customer service when answering all telephones, radios or other communication systems and represent the service and Council to the highest level of professionalism.
	10	Responsible for the issuing, recording, tracking and the return of all keys, site files and equipment to partnering agencies and/or customers.
	11	To accept and record the delivery of stray dogs into the building using procedures and training provided. To be responsible for the welfare of the animals (including food and water) whilst in custody.
	12	To monitor and control access to The Security Centre, prevent and/or respond to instances of unauthorised access to the building or any other council building or asset. This includes the response to emergency situations like panic alarms, lone worker tracking and response or disorderly customers.
	13	To attend all promotional, public relations, displays or demonstration as directed, including supporting visits to the control room.
	14	To provide emergency assistance as may be required especially out of hours. This could include informing key officers within the Council, as well as external agencies that may be required to deal with any incident i.e. emergency plan.
	15	To maintain a clear and accurate log of all activities undertaken during your duty. This is to be done to a high standard of accuracy and attention to detail so to be shared with senior management e.g. Director.
	16	To assist the Council in the introduction of new technology and to undertake such training as may be deemed reasonable and necessary for high quality service delivery.
	17	To act at all times in accordance with the required cultural behaviours of Stockton Borough Council and actively promote these behaviours when the opportunity arises.
	18	To take reasonable care of your own health and safety and co-operate with management, as far as necessary, to enable compliance with the authorities health and safety rules and legislative requirements.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade E using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

**Job Description dated**      **23<sup>rd</sup> August 2017**



### PERSON SPECIFICATION

Job Title/Grade	<b>Security Officer</b>	<b>Grade E</b>
Directorate / Service Area	<b>Community Services</b>	<b>Security and Surveillance</b>
Post Ref:	<b>POS06410</b>	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	<ul style="list-style-type: none"> <li>SIA Licence to undertake Public Space Surveillance or willingness to work towards qualification within 6 month of employment.</li> <li>SIA Licence to undertake security duties or willingness to work towards qualification within 6 month of employment.</li> </ul>	<ul style="list-style-type: none"> <li>Level 2 Award for working as a CCTV Operator within the Private Security Industry or equivalent.</li> <li>GCSE Grade A*-C in Mathematics and English or equivalent.</li> </ul>	Application form
Experience	<ul style="list-style-type: none"> <li>Experience of working in a customer focused, operational service environment.</li> <li>Experience of operating a CCTV camera system with full understanding of the legal frameworks associated with doing so.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a CCTV control room, and/or front line security role.</li> <li>Experience of working within a council environment with a clear understanding of the political process.</li> </ul>	Application / Interview

Skills	<ul style="list-style-type: none"> <li>• Ability to operate effectively and with maturity in challenging situations.</li> <li>• Ability to work effectively as part of a team, or individually for extended periods of time.</li> <li>• Willingness and ability, to receive and benefit from on-going personal development and training commensurate with the role.</li> <li>• Basic numeracy and literacy skills.</li> <li>• Demonstrate a good level of ICT skills including experience of working with Microsoft Outlook (emails).</li> </ul>	<ul style="list-style-type: none"> <li>• Computer skills and/or the ability to use systems for report writing, Internet research, emails, calendar and other data logging purposes.</li> </ul>	Application / Interview
Specific behaviours relevant to the post	<ul style="list-style-type: none"> <li>• Demonstrate daily the behaviours that underpin the Culture Statement.</li> <li>• Conduct themselves with the upmost professionalism, often in challenging and difficult circumstances.</li> <li>• Ability to deal with confidential and sensitive information, at times of a distressing nature.</li> <li>• Ability to perform multi-functional duties in a busy and challenging operational environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Should be flexible to work additional hours to cover sickness, holidays and major events or incidents.</li> </ul>	Application / Interview
Other requirements	<ul style="list-style-type: none"> <li>• Must be able to work within a shift system as per job description.</li> <li>• Must submit to necessary vetting and record checks and pass, in line with accreditation and licencing requirements.</li> <li>• To support the training and development of new members of staff, where reasonable in the circumstance.</li> </ul>		Application / Interview

## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Council operates a No Smoking Policy.



### **Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

### **Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.