

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Community Services		Service Area: Security and Surveillance
JOB TITLE: Security Officer		
GRADE: F		
REPORTING TO: Senior Security Services Officer		
1.	JOB SUMMARY: 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.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	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 Service Manager. This may include supporting the supervisor in executing their duties or working responsibly without direct supervision.
	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 your 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 and be the point of contact for such, 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 for ensuring that the equipment used during 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, out of hours homeless service.
	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. Service Manager and 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 authority's health and safety rules and legislative requirements.
3.	GENERAL	

Job Evaluation - This job description has been compiled to inform and evaluate the grade 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 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 their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)

Job Description dated 13th August 2020



PERSON SPECIFICATION

Job Title/Grade	Security Officer	Grade F
Directorate / Service Area	Community Services	Community Protection
Post Ref:	As assigned	

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

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

	<p>accreditation and licencing requirements.</p> <ul style="list-style-type: none">• To support the training and development of new members of staff, where reasonable in the circumstance.		
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Person Specification dated

13th August 2020