

Person Specification



Security Officer

Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

- The ability to work unsociable hours on a set rota.
- Experience of working collaboratively in a small team and with external agencies.
- Ability to deal with difficult situations in a professional and calm manner
- Interpersonal skills and customer focus. Providing excellent customer service standards to members of staff and public visitors.
- Adaptability to taking on all tasks within the working environment.
- Responsive to management requests and instructions
- Self motivation and ability to work under own initiative. Being able to undertake task without instruction
- Excellent IT skills and a good telephone manner
- Hold a valid full driving license
- Undergo Non-Police Personnel Vetting level 2 procedure (NPPV2)
- Undergo training to attain a valid SIA CCTV & Door Supervisor licence

Desirable

- Well presented and able to provide a good first impression of the Civic Centre.
- Holder of an SIA CCTV licence
- Aware of security requirements and the ability to learn new practices
- Fit to undertake the demands of the role and to respond to various incidents

Part B

The following criteria will be further explored at the interview stage:

- Evidence of certification
- Valid full driving licence
- Commitment to delivering services within the City Councils Equality and Diversity policy