

**Job Description and Person Specification**

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| Post Title | Security Operations Officer |
| Post Level | Service Delivery Level 2 |
| **Service Area** | Environment Housing & Leisure –Technical & Regulatory Services |
| **Grade** | Grade 8 |
| Post Level Descriptor |
| Will manage a group of staff in day to day delivery of services. Allocation of workload and staff management. Will be a role model and ensure staff are living the organisational values of:Aspire to be betterEnable othersDeliver on promises |
| Purpose of the Post |
| * To manage a medium team of employees within one function, or smaller teams across a number of functions/locations following the Council’s HR policies and processes.
* To account for a small to medium budget.
* Schedule and allocate work for the team(s) on a medium term basis
* Plan events and/or projects over the short to medium term
* Contribute to the development of longer term plans and projects.
* Responsible for the day to day use and maintenance of equipment used by the team.
* Responsible for stock control and the ordering of goods/supplies of the same type
* To ensure regular two way communication and engagement with the team
* To take responsibility for the Health and Wellbeing of the team.
* To ensure the team maintain high performance and are clear on objectives through one to one supervision and the IPR process. Encouraging personal development, flexibility and responsibility
* To ensure self and team have the highest regard for customer service whilst understanding the need to effectively manage the demand for services
* To always portray a positive image of the Council to employees and customers and deliver on promises
* To ensure the team aware of Council services available and able to sign post customers as required.
* To fulfil responsibilities as a corporate parent
* Ensure the team’s work location meets general health and safety standards and is presentable at all times and to ensure the team are aware of health and safety responsibilities
* To take a proactive approach to self development and keep an up to date working knowledge of best practice associated with the area of work.
* To be responsible for the overall performance of the team and all associated Human Resource related matters.
* To embrace opportunities for change and to encourage new ways of working including the use of technology
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| Service Specific Tasks |
| **Leadership-** You will have lead service delivery responsibility for the Security Team.**Operational-** you will ensure that that the service delivers in the key areas of:* Static Guarding
* Mobile patrols
* Building opening and closing
* CCTV monitoring
* Key holding and alarm response
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| **Performance Standards** |
| * The need to adhere to Council’s Policies and specifically the Equal Opportunities Policy, Health & Safety Policy and the Code of Conduct
* The need to comply with the Freedom of Information Act 2000 in relation to the management of Council records and information
* The need to comply with the Data Protection 1998 and the principles enshrined within it in respect of personal information held by the Council
* The need to observe and implement the Authority’s information governance policies and procedures, including the security of information assets and data.
* Willing to carry out a similar job role in other service areas as required.
* Demonstrates flexibility in their approach to work
* Creates an environment which enables individuals to speak up and challenge.
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| Competency Requirements |
| **Engaging People** - Level 2Proactively listening and conveying information/ideas in a variety of ways to engage people and stay connected.**Delivering On Or Promises** Level 2Creating the right environment for teams and individuals to perform at their best, ensuring performance is monitored, evaluated and prioritised effectively.**Delivering On Customer Outcomes** Level 2Delivering a customer focused service across the team.**Enabling Change** Level 2Creating and enabling an environment that encourages the acceptance of change within teams.**Aspiring To Be Better** Level 2Enabling the right environment for teams and individuals to show high levels of self awareness to perform at their best.**Working Together** Level 2Promoting collaborative relationships with others to deliver an excellent customer focused service. |