

**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 better  Enable others  Deliver 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 |
| **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. |
| Competency Requirements |
| **Engaging People** - Level 2  Proactively listening and conveying information/ideas in a variety of ways to engage people and stay connected.  **Delivering On Or Promises** Level 2  Creating 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 2  Delivering a customer focused service across the team.  **Enabling Change** Level 2  Creating and enabling an environment that encourages the acceptance of change within teams.  **Aspiring To Be Better** Level 2  Enabling the right environment for teams and individuals to show high levels of self awareness to perform at their best.  **Working Together** Level 2  Promoting collaborative relationships with others to deliver an excellent customer focused service. |