



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: Resources
AREA/DEPT: Corporate Assets
FAU:
SECTION: Facilities Services
JOB TITLE: **SECURITY OFFICER**
REPORTS TO: Security Supervisor
CURRENT RANK/GRADE: **B**
DATE: June 2020

1. JOB PURPOSE: (Briefly state your job's overall objectives. To.....")

To provide a visible security services provision, initial visitor contact services and out-of-hours reception services to various force locations ensuring that unauthorised persons do not gain access to the site, whilst maintaining a helpful and welcoming service to all authorised persons and callers.

2. PRINCIPAL ACCOUNTABILITIES:

(Describe the important end results you are expected to achieve).

- a) Provide high visibility security services for the site by means of access control equipment, checking the ID of all persons and vehicles entering the site and issuing the appropriate visitor passes when necessary, maintaining appropriate record keeping, thus ensuring that unauthorised vehicles and persons are denied access to the site.
- b) Ensure that the appropriate security measures are in place in accordance with the response level requirements for the threat level identified. When required, conduct vehicle searches in accordance with training and appropriate to the circumstances. Conduct hourly camera sweeps of the perimeter and undertake patrols of the perimeter and the building interiors at the agreed frequencies, using the Deister system (if any) and locking and unlocking the buildings as required.
- c) Manage the CCTV system in accordance with protocols set out for its use under the Data Protection Act and use all equipment provided to assist in maintaining security in the correct manner, thus ensuring that all security precautions are effective.

- d) Respond to all alarms in an appropriate manner, ensuring that the security of premises is maintained and the appropriate assistance is provided to anyone attending the site in response to an alarm. Fulfil the roles detailed in the Emergency Procedures for the post. Take responsibility for the Gatehouse safe and recording any issues and receipts of its contents to the nominated Authorised Departmental Officers, which may include specialist equipment store key, A.R.V. main armoury keys, matrix disruption tazer keys, departmental (x 4) C.S. spray, tracker, airwave cabinets keys, vehicle fast tags, airwave radios, force training establishments keys, crime exhibits and lost and found property.
- e) Provide consistent and co-ordinated visitor contact/reception services for all visitors to the site, ensuring that customers are dealt with appropriately and the requirements and procedures of the Force are adhered to.
- f) Ensure that requests/bookings for visitors' parking are handled appropriately and in a timely manner, ensuring no requests are mislaid or overlooked. In periods of operational requirements, ensure customers are informed as soon as possible if their requirements cannot be met. Carry out fuel dips / checks and ensure that fuel is issued and received in accordance with the relevant Health & Safety legislation so that no personnel are endangered during either delivery or issuing of fuel.
- g) Undertake various associated duties, such as the issue of keys to authorised personnel and packages, upon receipt of a signature, and drop-off/collection, ensuring that customers are able to receive assistance in many formats from the service.
- h) In periods of unexpected severe weather, undertake gritting in specified areas, ensuring adherence to the Force Gritting Policy and maintaining basic health and safety standards. If required sort and distribute both internal and external mail ensuring effective service is provided.
- i) Site specific requirement only - Arrange for the storage of impounded vehicles as requested and for various operational reasons by the FIM. Ensure that all details are recorded in the Station file. Receive and complete all paperwork (F252) for Rota garage deliveries of unserviceable & broken down. Forces vehicles. Arrange for the issue and receipt of the vehicle spares, oil, and bulbs. Carry out the daily fuel dips and updated records and arrange for replacement stores.

- j) Undertake all responsibilities relating to information management, data quality, information sharing, intelligence and information security to ensure accordance with the Authorised Professional Practice (APP) on Information Management issued by the College of Policing including Home Office Code of Practice on MoPI.

3(a) KNOWLEDGE AND EXPERIENCE:

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

The post-holder must have good interpersonal and communication skills to demonstrate a professional customer service approach to all staff and visitors to the premises and have the skills to display calmness under pressure, firmness and an ability to listen effectively.

The postholder must be physically fit to undertake the required level of Personal Safety Programme (PSP) Training, Fire Procedure duties and patrol duties.

The post holder must have detailed knowledge of the organisation and its policies and the departmental policies and procedures, the post-holder requires the following detailed knowledge:

1. CCTV System: In order to use the system in a manner that meets both the stated purpose of the system and the requirements of the Data Protection legislation and good practice, the post-holder must understand the procedures set out for the use of the system and be able to put them into practice at any time. This will include appropriate responses to automatic alarms (see below), adhering to the procedures set out under the legislation for recording information and its distribution.

The use of this system is entirely in the remit of the Security Officers and is not influenced by how much supervisory or management support is available at the time.

2. Alarm Systems: There are four types of alarm that the post-holder must have knowledge of; the fire alarm, the internal intruder alarm, the external intruder alarm and the “bomb” alert.

The fire alarm will require the duty Security Officers to perform differing duties. Depending on site, the duties range from, managing the ingress and egress at site, reading the fire panel, investigating the occurrence and informing the Fire Brigade of the location of the activated sensor when on duty.

The duties are set out in the Fire Procedures booklet, however, depending on the exact nature of the incident. The internal intruder alarm will sound in response to activation of any of the several complex computerised systems installed in the building. The post-holder must have a detailed knowledge of the operation of these systems, the required response and the process for re-

setting the systems after an investigation following activation. The post-holder may be asked by responsible personnel to de-activate the alarm for legitimate reasons and must be able to carry out the request and reinstate the system when appropriate. The external intruder alarm is part of the CCTV system. The system will respond to a breach of or interference with the perimeter of the site by sounding an audible alarm in the Gatehouse and automatically directing the cameras to the scene. The post-holder must be able to take the appropriate action in response to this alarm. The "bomb" alert may be sounded to indicate that personnel should prepare to evacuate the building in response to any incident other than an on-site fire.

Security Officers must be able to respond appropriately to all these alarms without recourse to management or supervisory support, which may be unavailable. They must be able to use their own initiative and good judgement in these instances.

3. Fuel Procedures: Security Officers must have detailed knowledge of the recording procedures and Health & Safety legislation relating to the delivery and issue of fuel.

4. Visitor Procedures: Security Officers must have qualities of patience, understanding, tact and the ability to listen and empathise with distressed customers. They must be able to direct out-of-hours callers to appropriate facilities to obtain the assistance they require, deal with matters of lost and/or found property and enter it on the Force system, deal with distressed or drunken callers to the site and present a smart, professional image to visitors calling for meetings, functions and recruitment assessments.

Visitors to various departments can arrive after reception has closed and out-of-hours meetings are held on a regular basis. Security Officers are also required to assist asylum seekers from 1900-0800hrs. This requires the Security Officer to use their own initiative and inter-personal skills, both because of language difficulties and because the other agencies involved are closed during this period.

5. Health & Safety: Security Officers will receive training in First Aid to assist members of the public or staff when required. In these circumstances, Security Officers will be required to use their judgement to decide whether additional assistance is required from the ambulance service, and, if so, take the appropriate action.

6. Security Officers will be expected to use the Force e-mail system and the Estate and Facilities Helpdesk for reporting faults and/or repairs to assist them in various tasks. Therefore they must have computer skills.

7. Force and Departmental procedures Security Officers must have knowledge and understanding of the various Force and Departmental procedures that affect their role, as well as the law and Force policies in relation to the duties outlined above. Knowledge of security measures, what constitutes a suspicious package and the procedures relating to the use of screening and scanning equipment is essential.

Postholder must be able to deal with lost and found property in accordance with Force Procedures thus ensuring an effective and efficient service.

The post holder must hold or be working towards attaining an NVQ Level 2 in Providing Security Services.

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

4. RELATIONSHIPS:

(a) Supervisory responsibilities:

N/A

(b) Supervision Received:

Supervision is received from the Security Supervisor Monday – Friday. However, the Security Officer is expected to assess any situation, make the necessary decisions and take the appropriate action as necessary

(c) Other Contacts:

(i) Within Merseyside Police:

Contact with all officers, staff and visitors visiting police buildings.

(ii) Outside Merseyside Police:

Contact with all visitors to the site, either as visitors, contractors authorised to have access to the site or members of the public requiring assistance.

5. CONTEXT:

(a) Operating Environment: (Services provided, work patterns, who are the customers).

The post of Security Officer is contracted to work at one base station, but there will be on occasions the requirement for the Officer to change location to the alternative sites to provide resilience to abstractions.

The employee will be required to travel between these locations as required by the Security Supervisor / Team Security Officer or Management to provide the security service required. Any traveling costs over and above commuting to the agreed base station will be reimbursed.

Provision of uniformed service in the Gatehouse at varying hours every day of the year.

Reception

HQ covers reception between 0800 and 1800 Monday to Friday when required.

Shift pattern entails working 8 and 9 hour shifts on a rotating shift pattern of mornings (at some sites), afternoons and nights. Each site will adopt the most appropriate shift pattern

(b) **Framework and Boundaries:** (Policies and procedures which affect you and how these can be changed).

Force and departmental procedures and instructions form the basis of the work of the section.

(c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

N/A

6. **DIMENSIONS:** (Indicate in quantitative terms, key areas on which your job has an impact).

Financial: N/A

Staff: Nil

Other: The postholder will be the initial point of contact with callers to both police premises and is responsible for the provision of a professional and efficient security and reception service. The postholder deals with tourists / visitors to the city giving them direction / information as required, together with receiving and welcoming visitors from other Forces

7. **JOB CHALLENGES:** (Describe the most challenging or complex parts of your job).

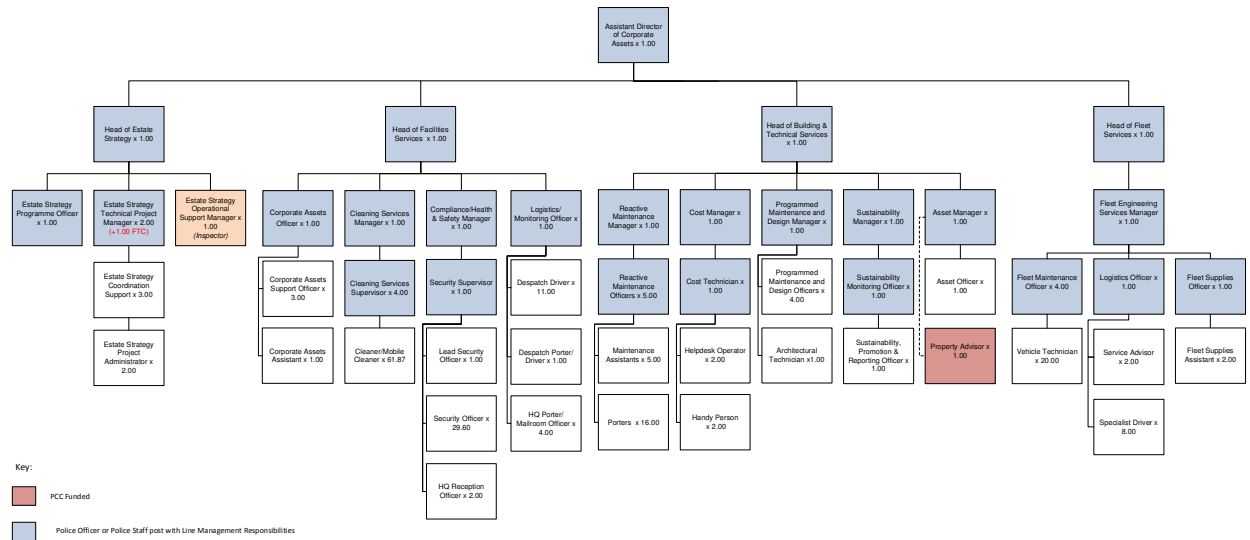
Dealing with all visitors to the site in an appropriate manner, whilst retaining proper security measures.

8. ADDITIONAL INFORMATION:

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).



10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:
(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn

MANAGER'S NAME:
(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn