

Royal Pavilion & Museums Trust

JOB DESCRIPTION

| | |
|--------------------|-------------------------|
| Job Title: | Casual Security Officer |
| Reports to: | Duty Manager |
| Department: | Visitor Services |
| Team: | Security |

1 Purpose of the Job

To work under the direction of the Duty Managers to ensure the integrity, security and safety of RPMT's buildings, collections, public and staff.

To help to ensure the smooth running of security and fire safety as instructed.

2 Principal Accountabilities

- 1 Under the direction of the Duty Managers, and working as a member of a 24 hour security team, to demonstrate excellence in the Security Officer role, ensuring professional standards and practices are achieved so that RPMT's service standards are met at all times.
- 2 To perform a variety of routine security duties, i.e., locking and unlocking, patrolling, identifying any security risks to maintain the safety and security of RPMT's buildings, collections, staff and visitors.
- 3 To assist and deal with all emergencies and incidents such as theft of RPMT or personal property, vandalism or damage to the collections or building, gas leak, power failure, flooding, leaks and water damage, medical emergencies/accident reporting, suspicious people/parcels/objects bomb threats, fire investigation (if safe to do so) and evacuation procedures ensuring compliance with regulations and procedures. To co-operate with and assist the statutory authorities (Police, Fire & Rescue Service etc) as required. At such times assist with the evacuation of wheelchair users and help visitors with disabilities as necessary.
- 4 To maintain excellent standards of personal appearance and for safe working. Casual Security Officers are expected to wear the correct uniform and when required, the correct personal safety clothing, name badge, carry a security pass and use a radio (equipped with an earpiece) as directed whenever on duty. These will be provided by the Royal Pavilion & Museums Trust.

- 5 In the absence of the Duty Manager, be prepared to work alone and with initiative to ensure professional standards and practices are achieved so that RPMT service standards are met at all times.
- 6 To assist in the operation of functions throughout RPMT e.g. assemble/dismantle platforms, equipment, etc., along with Education Team room set ups moving and setting up furniture etc as required and directed.
- 7 In addition and, as directed by the Duty Manager.
 - ◆ Be willing to cover different shifts night or day when available.
 - ◆ Carry out bag checks and people searches as required
 - ◆ Escort and supervise contractors working across the Estate
 - ◆ Patrol and monitor areas for long periods in all weather conditions
 - ◆ To help carry out minor maintenance duties as directed for security purposes (e.g. changing light bulbs, boarding up windows).
 - ◆ Checks of fire extinguishers and fire exits.
 - ◆ Report on daily activities and prepare reports of ad hoc incidents, faults and key audits as required.

General Accountabilities

You must be prepared to implement RPMT's Equalities Policy at a level appropriate to the job and must at all times carry out your duties with due regard to RPMT's Equalities Policy.

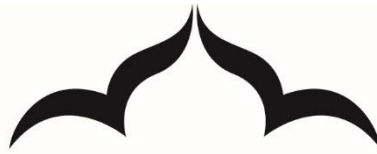
You must be prepared to be responsible for the implementation of, and compliance with, the provisions of legislation relating to the health and safety of such employees and areas of the workplace as fall under your direct control and for complying with legislation relating to such works and contracts as are within your direct responsibility.

Your duties will be as set out in the above job description but please note that RPMT reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.



Royal Pavilion & Museums Trust

PERSON SPECIFICATION

| | |
|--------------------|-------------------------|
| Job Title: | Casual Security Officer |
| Reports to: | Duty Manager |
| Department: | Visitor Services |
| Team: | Security |

Essential Criteria

| Criteria | Essential Criteria |
|---|--|
| Job Related Knowledge, Experience & Qualifications | <p>Knowledge and understanding of the technology and issues relating to fire, security, health and safety and communication systems.</p> <p>Experience of security duties, preferably night and day working and patrols.</p> <p>Awareness of conservation and security issues in relation to historic houses.</p> <p>Willingness to undergo Security Industry Authority training if not already qualified.</p> <p>Experience in dealing with crowds of people, carrying out bag and people searches.</p> <p>Experience of working with people from a wide variety of backgrounds in a customer service context.</p> <p>Proven experience of taking the initiative and taking a positive and practical approach to problem solving.</p> <p>Experience of working for a heritage site is preferable.</p> |
| Skills & Abilities | <p>Excellent verbal and written communications skills and the ability to deal with internal and external customers in a polite, friendly and helpful manner at all times.</p> <p>Strong team working skills, able to work to shared objectives and procedures. Also to work alone or unsupervised.</p> <p>Flexible approach, being prepared to help colleagues as and when required.</p> <p>Well organised with strong attention to detail, reliable and punctual.</p> <p>Self discipline and self motivation to maintain a consistently high level of service during busy or quiet periods.</p> |

| | |
|---------------------------|--|
| | <p>Ability to remain alert and to stand for long periods.</p> <p>Flexibility and the ability to react effectively and make judgements in difficult or emergency situations.</p> <p>Ability to communicate in an emergency situation with the emergency services when required.</p> |
| Equalities | To be able to demonstrate a commitment to the principles of Equal Opportunities and be able to carry out duties in accordance with that policy. |
| Other Requirements | <p>Must have a positive attitude to cultural and organisational change.</p> <p>Must have a professional standard of personal presentation.</p> <p>Must be prepared to wear the uniform and personal safety items provided.</p> <p>Must be prepared to work 12 hour night or day shifts and weekends as part of a seven day roster system, including Christmas and all other bank holidays</p> <p>Must be honest, trustworthy and committed to the role.</p> <p>Must be prepared to attend training sessions or meetings out of normal working hours.</p> |