



JOB DESCRIPTION

- Job Title:** Security Officer
- Scope & General Purpose:** To be responsible for the efficient and effective day to day security and car park management at Queen's Hospital and to provide a safe and secure environment in support of excellent people care and leaving people with a good impression of the security service.
- Responsible to:** Security Manager
- Liaising with:** Sodexo management, clients, staff, patients, visitors, service contractors / providers.
- Review Schedule:** This document will be reviewed and updated at least annually.

KEY ACCOUNTABILITIES:

- To liaise with hospital/Sodexo personnel as necessary and as instructed by the Security Manager in order to ensure the provision of an efficient and effective service.
- To complete and submit IR1 report forms relating to any accident/incident involving any member of staff, patient or visitors.
- To respond immediately to intruder/panic/fire and infant abduction alarms upon activation.
- To respond to any calls for assistance from wards or departments or switchboards.
- To attend any major incident as required.
- To carry out the duties as an out of hours key holder.
- To undertake dedicated security patrols.
- To document all incidents in the daily occurrence book.
- To chaperone staff to and from isolated areas.
- To report any faults to the works department.
- To provide written reports and witness statements to the Police if required.
- To assist in the search of missing patients within the hospital grounds.
- To attend Magistrate or Crown court to give evidence if required.
- To enforce the Trusts/Sodexo security related procedures including CCTV, Violence and car parking.
- To improve security awareness by directing people towards sources of advice or information.
- To play a role in crime reduction initiatives with the police.
- To escort catering staff whilst undertaking cash collections.
- To monitor the CCTV system, access control system, fire alarm system and panic alarm system located in the Security control room.
- To ensure vehicles are correctly parked and where appropriate ensure that vehicles have valid pay and display tickets or valid disabled badges.

- To be responsible for the general upkeep of all pay and display machines and pay stations to ensure all machines are in working order and report any faults.
- To complete and submit IR1 report forms relating to any accident/incident involving any member of staff, patient or visitor.
- To be responsible for the exchange of car park machine boxes as appropriate.
- To man the car park intercom and deal with parking queries.
- To undertake dedicated patrols of the car parks to provide a visible deterrent.

Team Working:

- Work in partnership with Sodexo managers, supervisors, client staff and colleagues.
- Assist new starter inductions on the “buddy” programme.

Training:

- Participate in required company and Trust training.

Conduct:

- Be correctly dressed in the correct uniform at all times, this specifically includes the wearing of Sodexo name badges and Trust identity cards and to ensure that both are clearly visible at all times.
- Staff must conduct themselves in a professional, polite, courteous and appropriate manner and attitude towards patients and maintain their dignity at all times, including privacy when it comes to their personal information.

Quality:

- Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.

Confidentiality:

- During the course of his / her duties, the postholder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.

Policies and Procedures:

- The postholder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.

Health and Safety:

- Ensure that all procedures for security, safety, health and fire precautions are adhered to in accordance with the Health and Safety Policy.
- Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment and employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident / accident report forms.

The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment.

PERSON SPECIFICATION

- To be able to develop and build good client and customer relationship.
- To be able to respond to a variety of needs and work pressures created by colleagues and members of the public including rapid response emergencies.
- Excellent communication skills, both written and verbal.
- Previous Security experience.
- Knowledge and understanding of confidentiality issues.
- The ability to write accurate, legible operational logs, security reports and statements.
- Continuous Improvement – Seeks to raise standards and improve quality.
- Analysis and Decision Making – Analyses information to make the right decision on time.
- Resilience – Maintains personal effectiveness in all situations.
- Planning and Organising – Plans ahead to deliver objectives on time.
- Working with others to achieve the desired result.
- Impact and Influence – Builds rapport and interacts appropriately with others.
- Results Orientation – Delivers the required results.
- Relationships Management – Builds beneficial long term relationships both internally and externally.
- Positive approach to learning in role.
- Self-motivated
- Sense of own initiative.
- Flexible approach to role.