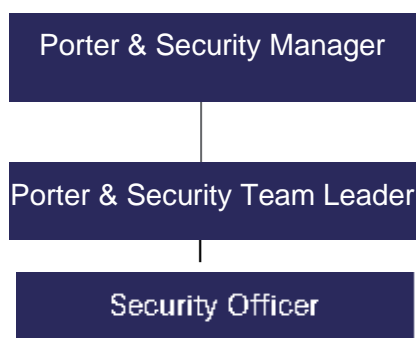


JOB DESCRIPTION

Position Title	Security Officer	Department	Logistics
Generic Job Title	Security Officer	Segment	Healthcare
		Location	Queen Mary's Hospital
Reports to	Porter & Security Team Leader	Office / Unit name	Queen Mary's Hospital Roehampton

ORGANISATION STRUCTURE



Job Purpose

- To provide a professional and customer-focused security and car park service at Queen Mary's Hospital
- To provide a safe and secure environment in support of excellent people care and leaving people with a good impression of the security service.

Accountabilities

- To provide a high-quality service to customers at all times in line with Sodexo work instructions.
- To collect and escort money or other valuables on-site.
- To patrol the site and check security investigate any problems as required.
- To maintain accurate records and write reports when required for the police or courts.
- To deal with any incident or occurrence in accordance with the site-specific assignment instructions and to report such incidents promptly as per Trust/Sodexo reporting procedures
- Ensure that all check calls are made as per assignment instructions.
- To diligently take and hand over every duty shift.
- To ensure that all site equipment is signed for on each shift changeover.
- To conduct all patrols diligently, in full in accordance with the site assignment instructions.
- To use the CCTV cameras as instructed and in line with the current codes of practice as set by the Data Commissioner.

- To carry out any other duties as may be assigned from time to time by the relevant manager or on his/her behalf.
- Recording details relevant to the patient's risk of harm or potential harm to others / maintaining accurate records.
 - In support of nursing staff and accompany patients to other clinical areas i.e. to x-ray, outpatients and/or outside the ward/department, as requested by the Nurse in Charge.
 - Ensure that ID cards are issued with relevant clearance levels including regular auditing
 - Respond to all Emails and phone calls promptly and professionally
 - Maintain accurate inputting and recording of the DOB, Key register, Search sheets etc.
 - Preventing / controlling and defusing situations using de-escalation and breakaway techniques.
 - Maintain operation at car park and ensure customers get high quality service and satisfaction
 - Respond swiftly to sound of alarm attached to marked vehicles when activated and investigate disturbances
 - Identify possible risks at car park and resolve conflict where it arises
 - Carry out regular patrol of parking area and issue notices of payment to customers for non-compliance to parking terms and condition
 - Respond immediately to all reports concerning damage to equipment, antisocial behavior, and/or unauthorized access and resolve all issues
 - Ensure a safe, hazard free, and clean parking environment.

Person Specification

- Excellent communication & customer service skills
- Experience in working in a similar role
- A SIA Licence holder
- Knowledge of security techniques.
- Must be punctual and have the ability to think on their feet.
- Reliable with excellent time-management skills
- Must be flexible to work days, nights and weekends
- Able to respond to all emergencies swiftly
- Ability to type up full and detailed incident reports

Contextual Information

Training

The postholder will participate in the required company and trust training.

Conduct

Staff must conduct themselves in a professional manner at all times and be aware of patients' dignity and privacy when it comes to their personal information. All security staff will be mindful to give assistance and wherever possible to help with any queries raised by patients and visitors.

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 post holder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.

Health and Safety

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 two-way; 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.

- Take care of your own safety and safety of others who may be affected by your actions or omissions.
- Adhere to Sodexo and department of health and safety policies and use any equipment of personal protective equipment provided to ensure safety.
- Co-operate with their managers and supervisors to maintain safe systems and safe workplaces.
- Report any near misses and accidents/incidents or ill health, failings in premises equipment or personal protective equipment.
- Do not interfere with any equipment provided to ensure Health and Safety or carry out tasks or repairs beyond your competence.

Communication and relationships

- The post holder will be in contact with all service users, clinical teams and management/ supervisory teams on a regular basis face to face or by telephone.
- On a regular basis the post holder will develop a close relationship with long stay patients and relatives. Dealing with Patient deterioration and Bereavement may have an emotional impact on the post holder.
- To respect and support people's equality and diversity

Governance

The post holder will operate at all times to high standards of probity. This will include: -

- Complying with Health & Safety Regulations and COSHH.
- Complying fully with all policies and procedures in line with Trust Policies and procedures
- Complying with all current Hygiene Regulations.
- Complying with Standard Financial Instructions.
- Complying with the General Data Protection Regulation (GDPR)

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