

# Job Description: Security Officer

Function:	Health & Care – Soft FM Services – Portering & Support Services
Position:	Security Officer
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Portering & Support Services Operations Manager
Additional reporting line to:	Business Director & Deputy Contract Manager
Position location:	North Devon Hospital.

## 1. Purpose of the Job – State concisely the aim of the job.

- To maintain a safe and secure environment for patients, staff and visitors. Duties include patrolling premises responding alarms and managing incidents assisting with conflict resolution and providing support to Sodexo and trust staff.

## 2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Be professional, pleasant, friendly, courteous and helpful always whilst carrying out duties to the highest levels.
- To patrol the site and check security, investigate any problems as required
- To use the CCTV cameras as instructed and in line with Trust policy and procedure.
- To lock and unlock areas and set intruder alarms (mortuary).
- To assist efficiently and effectively with emergencies including fire alarms and Major Incidents cardiac arrest.
- To provide escort duties for staff and patients as required
- To deal with incidents relating to lost and found property.
- To liaise closely with statutory authorities, dealing with incidents and the provision of information.
- To provide regular liaison and timely feedback to the management team on all aspects of service delivery.
- Ensure a timely response to all security issues and events.
- To develop excellent working relationships with our on-site customers
- Assist the wider Portering team as required, during down times.
- Maintain SIA License, completing all upskilling courses as necessary
- Complete Daily occurrence and incident books each shift maintaining accurate records, ensuring that a handover is completed.
- To ensure that all security incidents are reported through Datix.
- To ensure all documents in relation to personal data are stored in line with data protection (GDPR).
- To promote and encourage ZERO Harm and lead by example and ensure all incidents and accidents are fully investigated and recorded on SALUS.

The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment. Undertake any other reasonable duties as required to meet the needs of the business

**3. Context and main issues** – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Assist when necessary, during emergency events such as, the event of fire and helicopter landings Cardiac arrest, Fire evacuations
- Dealing with mentally compromised patients (e.g. dementia, intoxicated persons).
- Involved daily in intense situations, requiring the use of conflict management techniques.

**4. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Comply with the Trust, Company and statutory regulations.
- Deliver a consistent level of service, within the Company's standards to the contract specification and agreed performance, qualitative and financial targets
- Staff must conduct themselves in a professional, polite, courteous and appropriate manner and attitude towards patients and always maintain their dignity, including privacy when it comes to their personal information.
- High levels of patient and service user satisfaction.
- Must always wear PPE
- Ability to verbally de-escalates volatile situations.

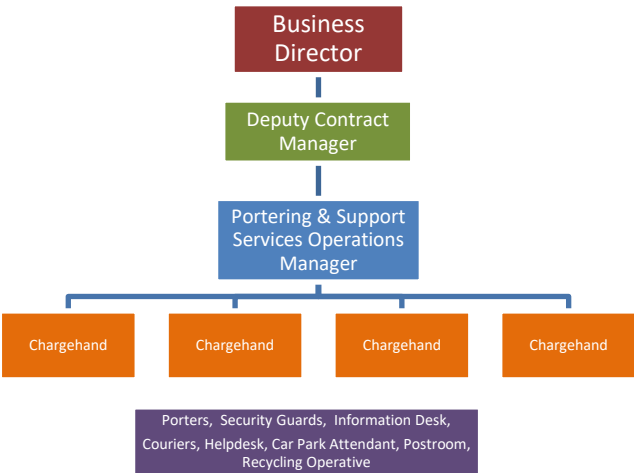
**5. Dimensions** – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

- 400 inpatient beds
- Busy ED department.

**6. Job profile** – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- 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
- Good written skills

**7. Organization chart** – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



**Levels**

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Received:

Date:

Date:

Job holder

**Natalie Clark**  
Support Services Operations Manager