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| <b>Job title:</b> Security Operative   |   |
| <b>Reports to:</b><br>Deputy Head of Village Services  | <b>Reporting to job holder:</b><br>Not Applicable |
| <p><b>Overall purpose:</b><br/>To be part of a Site Services team capable of responding to any incident, ensuring the safety of all individuals and protection of property at Lynwood Village, and to ensure the smooth running of the building at night. To contribute to the provision of a secure and welcoming environment for residents and visitors. To contribute to the provision of administrative support, cash handling and diary management for all Lynwood Village departments.</p>   |   |
| <p><b>Principal accountabilities:</b></p> <p><u><b>Planning and organising</b></u></p> <ul style="list-style-type: none"> <li>• To supervise the Villages entrances and access points, ensuring only authorised personnel may enter.</li> <li>• To monitor and authorise the entrance and departure of employees, contractors and other persons, to guard against theft and maintain security of the premises.</li> <li>• To maintain constant staffing on the front desk to take immediate action to deal with fire alarms, intruder alarms, the communications systems, building management systems and to monitor the CCTV cameras to be alert to any suspicious activity.</li> <li>• To provide regular, high profile, internal and external patrols of the premises to prevent and detect any signs of intrusion and ensure the security of doors, windows and gates, and to safeguard the site and its residents.</li> <li>• To have a thorough knowledge of the full site layout in order to respond to emergencies/incidents effectively.</li> <li>• To convey a smart, well-groomed appearance in approved uniform, provide a first-class customer service and display high levels of vigilance throughout a shift.</li> <li>• Completion of signing in/out sheets and issuing passes where appropriate.</li> <li>• To ensure that notes are taken of all vehicles left overnight and hand over if not on file.</li> <li>• To answer telephone calls/radio message to provide assistance to and liaise with facilities around the arrival of visitors/contractors, “out of hours” enquiries and other relevant occurrences.</li> <li>• To ensure that a thorough Village lock-down patrol is carried out on a nightly basis and that all area/door alarms and PIR’s are activated. A nightly lock up record must be completed for anything of relevance.</li> </ul> <p><u><b>Business focus</b></u></p> <ul style="list-style-type: none"> <li>• Comply with the Health &amp; Safety at Work Act and associated legislation by observing Ben’s policies and procedures and carrying out safe procedures always, reporting any possible hazards to your Line Manager or Health and Safety Representative.</li> <li>• Follow infection control guidelines as set down in the Health &amp; Social Care Act (2008) and to observe Ben’s policies and procedures always.</li> <li>• To act as First aid and or Fire Marshall while on shift.</li> <li>• To act as first responder for the warden system within the Village at specified times during the day and in the evening and on other occasions as required to meet business need;</li> </ul> |   |

- To carry out regular checks of all areas ensuring all defects are reported.
- To support and assist in ensuring that parking is managed appropriately to ensure the safety of all residents and visitors and the outdoor pathways are free of litter, ice and hazards always.

### **Communication**

- To be aware of, and report, any incidents or suspicious activities, in person or via radio communication and record accurate reports of activities and irregularities in an Occurrence report.
- To ensure the safe recording, handling and storage of all data.
- Customers, their relatives and visitors to the Centre are engaged in a professional and appropriate manner, ensuring the Village is viewed in a positive way.
- To assist in maintaining Village buildings, facilities and internal and external environments to a high standard and in delivering a safe environment for residents, visitors and colleagues.
- To contribute to ensuring that complaints, concerns or incidents at within the Village are dealt with promptly, promoting a positive customer experience.

### **Managing performance**

- To participate in the assessment and evaluation of the quality and effectiveness of Security services provided to customers and colleagues and contribute to the development and implementation of service/standard improvement plans as required.
- To support and assist new staff and act as a mentor to new starters as required.

### **Stakeholder relationships**

- Represent Ben and the Centre in a positive manner.

### **Achieving customer service excellence**

- To support the delivery of high quality and consistent site services to colleagues, residents, visitors to the Centre.
- To recognise customers' individual rights to dignity, privacy, choice and confidentiality.
- To value and support diversity and equality of opportunity for our residents and colleagues.

### **Additional duties**

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake any other duties specified from time to time by the Site Services Manager or Head of Village Services.

**This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.**

### **Deliverables – Key measures:**

#### **Planning and organising**

- To contribute to the provision of high quality, resident focused Security/reception services which support the efficient and effective operation of the centre.
- To participate, as required in audits and quality assurance programmes to evaluate standards of service delivered to residents.

#### **Business focus**

- To assist in the maintenance of a safe working environment always.
- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met.
- Problems are avoided due to policies and procedures being followed.

#### **Communication**

- Residents, their relatives and visitors to the Village are engaged in a professional and appropriate manner, ensuring the Village is viewed in a positive way.
- To assist in maintaining Village buildings, facilities and internal and external environments to a high standard and in delivering a safe environment for residents, visitors and colleagues.
- To contribute to ensuring that complaints, concerns or incidents within the Village are dealt with promptly, promoting a positive customer experience.

#### **Managing performance**

- To support the delivery of agreed service/quality improvements for Site Services within agreed timescales.
- New colleagues receive dedicated assistance and mentoring from a more experienced colleague to improve their induction experience within their role and to address issues/concerns in a timely manner.
- To meet Key Performance Indicators (KPI's) for Site Services.

#### **Stakeholder relationships**

- Stakeholders experience professional, positive and helpful interactions with Ben colleagues.

#### **Achieving customer service excellence**

- To contribute to the delivery of a consistent level of service to residents which maintains high standards of safety and provides a well maintained and visually appealing living environment which meets residents' expectations, ensuring the Village is viewed in a positive way.
- Customers and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

**Additional duties**

- Accept ad hoc projects as required by the Site Services Manager.

**PRIDE values**

To embody and deliver the role of Security in line with our values:

**Passionate**

**Respectful**

**Inclusive**

**Driven**

**Empowered**

**Experience required:**

- Previous experience of working in a general customer or security focused role is beneficial
- The ability to work independently and as part of a team
- Reliable, confident and committed
- Quick-thinking and the ability to deal with situations as they arise.

**Technical Knowledge:**

- Highly Organised and able to use Office systems.
- Excellent knowledge of the principles of high quality Customer care

**Other significant role requirements:**

- Demonstrate all the Core Behaviours for the role.
- Effective verbal communication skills with residents, their relatives, visitors and colleagues.
- Effective written communication skills to prepare simple documents, reports, procedures as required.
- Demonstrate excellent customer care.
- Ability to engage effectively with customers, relatives and other stakeholders.
- Ability to communicate and respond appropriately to alarms, evacuations, incidents and emergency whilst following security procedures and ensuring safety.
- Ability to prioritise work in pressurised situations e.g. emergency situations.
- To assess situations quickly, using appropriate action to defuse a situation and provide effective solutions.
- Ability to maintain calm and control in difficult situations, minimising panic in others.
- Able to maintain a reasonable level of fitness to perform duties including, responding to activated intruder alarms, knowing how to handle threatening situations
- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and staff.
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.

**Date updated: July 2019**