JOB DESCRIPTION

Job Title: Concierge/Security Officer

Responsible to: Security Supervisor

Head of Department: Facilities and Site Manager & Deputy Estates Manager.

Information about Chetham's

Founded in 1653, Chetham's Foundation is a unique cultural institution and charity in the heart of Manchester combining music, education, and heritage. We are home to three extraordinary places – Chetham's School of Music, Chetham's Library, and The Stoller Hall. We believe in the power of music and creativity to unite people, and we are committed to educating and inspiring new generations of musicians and thinkers.

The School is an independent boarding school for over 300 children aged between 8 and 18, all of whom excel in music. The Library is the oldest public library in the English-speaking world. The Hospital charity owns the buildings in which the School and Library operate. The School also incorporates a world-class concert hall, The Stoller Hall, opened in 2017. Supporting Chetham's in achieving its excellent outcomes are around 350 employees, with a wide variety of roles including academic staff, music tutors, support staff, concert hall staff, boarding staff with an equally wide variety of types of contract including term time, fixed term, permanent, ad hoc. The School and Library also have a number of volunteers and others who have clearance to work on site.

Main Purpose of Role:

Security at Chetham's is a 24-hour, 7 days a week operation.

To provide a general security service within the premises and grounds.
To provide at all times a courteous and professional concierge-type service to visitors, students and staff and the general public, both face to face and when dealing with telephone enquiries.

Main Responsibilities and Duties:

1) To work as a Security Officer on the shift rota, undertaking the provision of general security to the School, Library and Stoller Hall premises and grounds throughout the year recording and logging all patrols
2) Provide a courteous and professional comprehensive service to staff and students at Chetham's, Visitors, Contractors and the general public, providing assistance, directions, help and accurate advice
3) Control the main entrance and manage access to the School at all times
4) Operate and monitor the vehicle barrier and parking on the School Yard and Walkers Croft
5) Issue passes to contractors
6) Management and issuing of keys

7) Accurately complete the Security email, diary and handover logs
8) Manage the receipt and transfer of messages when Reception is closed
9) Patrol the external and internal buildings and grounds as instructed and record the procedures using an electronic recording device
10) Open up and lock up buildings as directed
11) Produce accurate reports of maintenance issues identified on patrol of the buildings and grounds
12) Manage the switchboard out of office hours
13) Monitor the CCTV system
14) Operate the emergency fire and intruder alarms including setting and un-setting alarms as necessary, assisting in investigating reasons for alarm activations and informing staff of issues
15) To be the first point of contact with the emergency services when on duty
16) Record the weekly and ad hoc checks of the fire alarm stay put alarm checks, including the weekly checking of Refuge Position systems and Disabled Service alarms
17) Remain calm and courteous when dealing with difficult people
18) Use initiative and take responsibility in the absence of School management, particularly with regard to scheduled and unscheduled activities
19) Provide emergency cover at short notice
20) Comply with all health and safety procedures
21) Undertake all training as required by the School
22) Carry out any other duties as reasonably required by the School

The current normal shift pattern is as follows but may be changes as required by Chetham's:

Day shift 0500 to 1700 = 12 hours
Night shift 1700 to 0500 = 12 hours

The current shift pattern is 4 shifts on and 4 shifts off, on a rota basis and will include more night shifts than day shifts. Where cover for holiday or other absences is required, the above shift pattern will be liable to change to ensure continuous Security coverage at all times.

Notes

1. The annual salary is based on 48 hours per week, over an 8-day week, plus cover colleagues' leave.
2. Security staff will work as requested by the Estates Management team with the overriding need to maintain the security service for 24 hours per day, 365 (366 in leap years) per year.
3. When events such as concerts, Open Days etc are held, two Security staff may be required during the day shift. Chetham's aims to have two staff on duty at night.

CHILD PROTECTION AND SAFEGUARDING CHILDREN

As a post holder I recognise my responsibility to promote and safeguard the welfare of children and young people for whom I am responsible, or with whom I come into contact. I will adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy, the Staff Code of Conduct and related documents (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, I become aware of any actual or potential risks to the safety or welfare of students at Chetham's, I have a duty to follow the reporting routes and to report any concerns to the Designated Safeguarding Lead or to the Joint Principal (NS).

Our Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students.

I confirm that I have read and understood this job description and that I agree to its contents.

Print Name: …….

Signature: …….

Date: …….

PERSON SPECIFICATION – Security Officer

Person Specification Requirements		Essential/Desirable
Qualifications	Good general standard of education	Essential
	Good command of the English Language	Essential
	A suitable (SIA) Licence or willingness to obtain within one month of employment	Essential
Experience	Experience of working in a school, university or security/concierge environment.	Essential
	Able to meet the health requirements of the post, with reasonable adjustments where appropriate	Essential
	Previous experience of access control	Essential
	Previous experience of operating portable communications equipment	Essential
	Experience of reception duties including telephone inquiries, customer service and face to face interaction with members of the public	Essential
	Excellent written and verbal communications, having relevant experience of writing brief reports and statements	Essential
Knowledge, skills and abilities	Capable of relating to the general public in a professional manner with an enthusiastic attitude to deliver successful customer service	Essential
	Friendly, helpful and be able to remain calm and courteous in demanding situations	Essential
	Excellent interpersonal skills	Essential
Attitude and disposition	Ability to work as part of a team, motivate staff and use own initiative	Essential
	Well organised, able to work under pressure, prioritise & meet deadlines	Essential
	Attention to detail	Essential

	Committed to quality and customer care	Essential
	Flexible and proactive approach	Essential
	Maintain a professional appearance and manner appropriate to the role	Essential
Other circumstances	Ability to handle sensitive information and maintain discretion on sensitive issues	Essential
	To participate in the provision of continuous security cover	Essential
	Willingness to attend security specific training and First Aid courses	Essential
	Demonstrate a willingness to assist with a range of practical tasks including emergencies drills	Essential
	Suitability to work with children	Essential
	Willingness and availability to provide short notice or emergency cover	Essential