

CONCIERGE/SECURITY OFFICER

Hours: 12 hours per shift worked on a rota of day & night shifts. Bank holidays will be normal working days dependant on shift pattern. Payment for these days has been calculated into the annual salary.

Overtime will be payable at the standard hourly rate for this role.

Annual Leave: The post holder is entitled to 24 days holiday (6 weeks of 4 days), to fit in with the existing shift pattern. To be taken as follows:

1 week's holiday to be taken in Spring	(March April May)
2 weeks' holiday to be taken in Summer	(June July August)
1 week's holiday to be taken in Autumn	(September October November)
2 weeks' holiday to be taken in Winter	(December January February)

Bonus Each Security Officer is expected to cover for their colleagues' holidays equivalent to 24 days per holiday year – The payment for 12 of these days is included in the annual salary. The remaining 12 days are paid as a bonus, payable in March each year.

Accountable to: The post holder reports to the Security Supervisor, the Estates Manager, Deputy Estates Manager and then to the Bursar.

Job Purpose

To work as part of a Security team. To undertake the provision of general security within the premises and grounds. To provide at all times a courteous & professional Concierge service to members of Chetham's and the general public, both face to face and when dealing with telephone enquiries. Security is a 24 hour, 7 days a week operation.

General Duties and Responsibilities

- To control the main entrance.
- To provide at all times a courteous & professional reception service to members of Chetham's and the general public, giving assistance, directions, help, and accurate advice.
- Manage the receipt and transfer of messages.
- Issue of passes to visitors, contractors and relevant members of staff.
- Maintaining strict control of visitors whilst on the premises.
- Ability to remain calm and courteous when dealing with difficult people.
- To undertake the provision of general security of the premises and grounds throughout the year.
- To patrol the external and internal buildings and grounds and record the patrols at set positions.
- To operate and monitor the barriers and parking.
- Control of keys.
- Completion of Security diary and handover logs
- Operate the emergency fire and intruder alarms including setting and unsetting alarms as appropriate.
- Recording of the weekly Fire Alarm and Bomb tests.

- Using initiative and taking responsibility in the absence of School Management, particularly in the interpretation of scheduled and unscheduled activities.
- Control of the switchboard outside office hours.
- Monitoring of the site CCTV system.
- Open-up/lock-up procedures as designated.
- Assist in investigating reasons for fire and intruder alarms.
- Part of the Fire Response team either investigating or informing other School staff of any areas of activations.
- Weekly testing and recording in Fire log of Refuge Position systems in conjunction with the Maintenance staff.
- Weekly checking and recording of the Disabled Services alarms in conjunction with the Maintenance staff.
- Responsibility for producing accurate reports of any maintenance issues.
- Completion of any incident reports.
- Flexibility in providing emergency cover at short notice.
- Compliance with any and all H&S procedures.
- To undertake any and all relevant training as directed by the School.
- Any other duties as reasonably required by the Estate Manager or Bursar.

Emergency Services

- To be the first point of contact with the emergency services, when on duty.

The current shift pattern is as follows, but this may be changed as required by the School.

Day Shift- 0600 to 1800 = 12 hours
 Night Shift- 1800 to 0600 = 12 hours

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

Notes

1. The annual salary is based on 48 hours per week, equivalent to approximately 2340 hours per year. Security staff will work as requested by the Estates Manager or the Bursar under the above rules, with the overriding intention of maintaining the security service 24 hours per day, 365 days per year (366 days in leap years).
2. When special events such as concerts, Open days etc are held, two staff may be required during the day shift. There will be two staff on duty every night.
3. Following satisfactory completion of the probationary period, the post holder will be required to give two months' notice of resignation from this role due to the importance placed on continuity of service.

The job description is current as at the date of issue. The above duties are not an exhaustive list. It is liable to variations made by management to reflect or anticipate changes in or to the job, linked to the needs of the organisation. These changes could occur prior to the start date and could involve changes to the current shift patterns in relation to the security cover aspects of the role.

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 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 Head.

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 agree that I have read and understood the attached job description.

Employee’s Name:

Employee’s Signature:

Date:

SECURITY OFFICER

Person Specification Requirements		Essential/Desirable
Qualifications	Good general standard of education	Essential
	Door Supervision (SIA) Licence	Essential
Experience	Significant experience of Security or a similar field of employment	Essential
	Previous experience of Concierge duties and responsibilities.	Essential
	Previous experience of working in the Education Sector	Desirable
	Previous experience of handling telephone enquiries	Essential
	Previous experience of access control	Essential
	Experience of operating Portable Communications Equipment	Essential
	Previous experience of writing reports and statements	Desirable
Knowledge, skills and abilities	Excellent written and verbal communication	Essential
	Ability to handle sensitive information and maintain discretion on sensitive issues	Essential
Attitude and disposition	Excellent interpersonal skills	Essential
	Well organised, able to work under pressure, prioritise & meet deadlines	Essential
	Attention to detail	Essential
	Flexible and proactive approach. Willingness to participate in the provision of continuous security cover	Essential
	Ability to work as part of a team and use own initiative	Essential
	Self Awareness	Essential
Other circumstances	Smart appearance	Essential
	Willingness to attend security specific training and First Aid courses	Essential
	Demonstrate a willingness to assist with a range of practical tasks including emergency drills	Essential
	Suitability to work with children	Essential
	Good health appropriate to the duties of the post	Essential