

Role profile

Job Title:	Security Team Leader	Grade:	6,7,8
Department:	Corporate Services - Security	Post no.:	54229
Directorate:	Resources	Location:	In-scope buildings on the corporate estate

Role reports to:	Security Services & Support Manager
Direct reports:	9 x Security Officers
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- The Security team provides a professional security service to in-scope buildings on the corporate estate. Key to this service is the provision of trained and qualified Security Officers responsible for supporting a customer focused safe and secure environment for staff, visitors and service users.
- The Security Team Leader is responsible for providing front line on-duty leadership of security officers deployed at buildings and sites on the corporate estate, ensuring that operational requirements and duty tasks are met and actioned in accordance with the local security policy and procedures.
- Managing a team of security officers, the Security team Leader is expected to show initiative and be proactive in support of management.
- During out-of-hour periods or at other times in the absence of security management presence on site, the Security Team Leader will be expected to undertake responsibility for any defined delegated tasks and to escalate issues to the on-call Security Manager.
- The role requires a flexible approach to changing operational and business requirements affecting deployment to meet the service needs.

Key accountabilities

- To professionally represent the Council and proactively engage and promote a customer first approach in dealing with enquiries or interacting with members of the Security Team Leader - Aug 22 public.

November 2023

1

- The post holder will be accountable for the performance of duties by security officers on duty in accordance with any locally defined site operational requirements.
- Such duties may include but are not exclusive to; security patrolling, control of access to site and premises, visitor processing and pass checking, receipt of mail and courier items, monitoring of security systems, receipt and issue of keys or other equipment.
- Providing signposting to council services in response to enquiries by the public, supporting a safe and secure working environment by responding to and dealing with security incidents requiring conflict management and intervention.
- The role demands that the post holder will use their initiative in resolving operational issues during out-of-hour periods or at other times in the absence of security management presence on site, when they are expected to undertake responsibility for any defined delegated tasks and to escalate issues to the on-call Security Manager.
- To undertake assigned roles defined in the local site emergency plans for the safe evacuation of premises or to respond to other emergency incidents. The role demands an ability to undertake a dynamic risk assessment and determine from a range of potential options the correct course of action to take during an incident response.
- To record, report and escalate as necessary any security related incident.
- To ensure that all security logs and records under your control whilst on duty are correct and kept up to date.
- To ensure that all issued equipment under your control whilst on duty is accounted for, operating correctly and that any faults have been reported through the appropriate channels.
- To act as an assigned First Aider • To maintain an up-to-date knowledge of policies and procedures required to comply with any locally defined operational requirements for security.
- To provide security support as required for any event management activity taking place on site or premises. This may include the performance of door supervision in relation to any licensable activity on the premises in compliance with the Licensing Act 2003.
- To maintain high standards of personal appearance promoting a professional image at work at all times.

- Where security officers are reasonable for service desks or areas under security control, Officers are responsible for ensuring such areas are maintain in a clean, tidy and orderly state at all times with any faults reported to the Property Services Helpdesk.
- To maintain an 'eyes and ears' approach to other service areas ensuring that faults and issues are reported to the relevant service area via the Property Services Helpdesk.
- To follow and complete any reasonable management instruction commensurate with the job role and within timeframes set.

Career Grade Criteria

Additional Criteria to achieve Grade 7

1. Demonstrable evidence of managing, leading and developing direct reports, ensuring that; training objectives and SIA licensing requirements are met, staff are familiar and compliant with Council policies and local security instructions and that Security Team Leader - Aug 22 all staff have a personal development plan in place.
2. To provide assistance to the Security Manager in the development and maintenance of SLA standards and local security instructions at local site level, ensuring that the service remains 100% compliant at all times.
3. Management of staff resourcing within targets set by the Security Manager for rostering, holiday and training booking for all reports ensuring that there is sufficient site cover available at all times to meet service needs.
4. Demonstrable evidence of proactively managing staff sickness and other absences, ensuring that relevant policy and processes are complied with; undertaking return to work interviews and where absence triggers have been reached, ensuring that the appropriate remedial action is undertaken with the individuals concerned.
5. Responsibility for ensuring that all staff receive the correct uniform and equipment for their role and that it is maintained in a clean and fit for use condition at all times. Security staff are expected to maintain a high level of personal presentation and deportment at all times, daily management checks are to be undertaken to ensure these standards are met.

Additional Criteria to achieve Grade 8

1. To engage with local stakeholders, ensuring they remain involved in the development of the service to meet local business needs and that the local security policies, procedures and any security equipment or systems remain tailored to the service requirements and fit for purpose.
2. To complete and maintain H&S risk assessments together with method statements for all security activities and work areas for those sites covered by post holders team. Where H&S incidents or accidents are reported, to undertake required management investigation and follow on action on the H&S Incident reporting system.

3. Working as part of the security management team, the post holder may be called upon to provide the lead response to security related or any emergency incidents that may occur.

4. Provide on-call cover one week in three (and be available to attend site if required), in order to lead and manage the response to any emergencies in connection with the security, safety or environment of premises or occupants.

Key performance indicators

- Time keeping, deportment and appearance
- Customer service and feedback
- Compliance with Security Policies and Procedures
- Completion of defined delegated tasks in the absence of Security Management, escalating issue as required to the on-call Security Manager
- Clear and timely communication with escalation as and when appropriate of security incidents and service related issues and concerns as required.

Key relationships (internal and external)

- Staff, visitors and contractors
- Service users in front line public areas
- Service and site stakeholders
- Security management team and other departmental senior managers
Departmental colleagues
- Police and other emergency services.

Authority level (People, Policy, Financial) **Grade**

6 & 7:

- Line management of 9 security officers
- Duty operational lead of all security officers on shift during out-of-hours and other periods of Security Management absence with on-call management support available.

Grade 8:

- Line management of direct reports, including task allocation and rostering of staff resources to meet service needs.
- Assist the Security, Safety and Resilience Manager in the development and maintenance of SLA standards and local security instructions at site level, ensuring that the service remains 100% compliant at all times.
- Responsible for ensuring that staff resourcing meets service requirements within budget targets set by the Security Manage.

Additional Requirements

- Any other duties appropriate to the post and grade.

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. Experience of supervising security staff working within a busy public facing environment.
2. Demonstrable customer service experience.
3. Conversant with MS Office range of software tools, specifically; Outlook, Word, PowerPoint and Explorer in order to send and receive emails, write reports, prepare and deliver presentations and access on-line resources.
4. Strong time management skills and ability to effectively prioritise competing tasks.
5. Ability to undertake a dynamic risk assessment and determine from a range of potential options the correct course of action to take during an incident response.
6. Strong interpersonal skills in order to effectively engage with staff, stakeholders and senior management.
7. High standard of written and oral communication to convey and report on operational and service issues, including; experience in preparing and delivering reports to senior management both in writing and oral presentation.
8. Experience of leading a security team response to security incidents and building emergencies.
9. The ability to respond and resolve customer complaints, displaying a flexible and solution driven approach as appropriate.
10. To be able to work proactively, using own initiative to identify to senior management options for consideration to resolve service issues or to implement service improvements.
11. Ability to undertake on-call responsibility and if required, ability to undertake work during unsocial periods and times to meet the needs of the service.
12. Working knowledge of current Health and Safety legislation and practice as it applies to the working environment and role of security Security.
13. Working knowledge and understanding of Equality and Diversity in the workplace.
14. Knowledge and understanding of the data protection principles under GDPR.

Essential qualification(s) and experience Grade

6:

- SIA Door Supervisor Licence
- HSE First Aid (training can be supported)

- Maybo Conflict resolution Training (training can be supported)
- Holds or is working towards a level 3 supervisory management award (training can be supported).

Grade 7:

- IOSH (training can be supported)

Grade 8:

- Holds a Level 4 award in Supervisory Management (training can be supported).

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards

