

## JOB DESCRIPTION & PERSON SPECIFICATION

**Director Area:** Place

**Job Ref Number:** 04176

**Service Area:** Culture

**Grade:** G5

**Job Title:** Heritage Security & Site Operations Officer

### PURPOSE OF JOB:

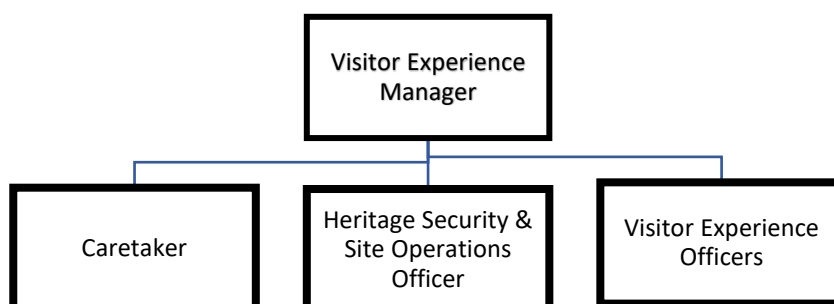
To provide a safe environment for employees and visitors to Heritage sites. The role will help safeguard heritage sites including buildings and collections by protecting them from all types of threats such as theft, fire, anti-social behaviour or any other type of danger.

This will be achieved by regular patrolling both indoors and outdoors, and where appropriate they will engage with visitors by answering their questions and making sure that visitors behave in a reasonable manner. They will also participate in the service/site out of hours call-out system.

The post holder will also carry out basic site operations functions such as building compliance checks, contractor supervision and ensure the site is maintained to a reasonable standard.

The post holder may be required to work across multiple heritage sites including Lincolnshire Archives, Lincoln Museum and Usher Gallery, Lincoln Castle and Museum of Lincolnshire Life.

### STRUCTURE CHART



### MAIN DUTIES:

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|----------|---|
| <b>1</b> | To provide a safe environment for employees and visitors to Heritage sites. This includes monitoring and controlling access to restricted areas.  |
| <b>2</b> | Comply with written procedures to ensure effective security on site, and that the site is maintained to reasonable standards. This includes conducting routine checks on site security systems such as alarm testing, CCTV surveillance and physical locks. |

3	Respond to security incidents that could jeopardize the safety of the site and its staff or visitors. It is crucial that they handle situations quickly and calmly. This includes alarm activation, emergencies, theft, fire or violent or disruptive behaviour from visitors or others on LCC property. Maintain a detailed log of any security incident, and where appropriate co-ordinate with emergency services as part of the emergency response.
4	Support disaster and evacuation plans, responding effectively to emergency situations (including evenings/weekends/bank holidays where required).
5	Ensure the effective control of site keys and radios is maintained.
6	Provide day, and where required night site (indoors/outdoors) security patrols and static stewarding as directed.
7	Conduct routine security administration e.g. issuing of car passes, supervision of contractors/engineers on site etc
8	Monitor the flow of public throughout the site, and watch over the visitors, staff and heritage assets including buildings and collections and equipment. This includes monitoring CCTV footage for any suspicious activity and investigate potential security concerns.
9	Directing and informing visitors, so must be able to interact well with others as it is a customer service orientated position.
10	Where required directing traffic within car parks and wayfinding for visitors.
11	Take responsibility for identifying any health and safety hazards and either acting or reporting the issue to the appropriate personnel.
12	To ensure that all areas (interior and exterior), paths, car parks, and drives remain free from litter and hazardous materials and that all drains and gullies are free flowing and clean. To clear pathways of snow and apply salt when required keeping records of this action.
13	Carry out essential daily/weekly/monthly/annual building and security checks and maintenance tasks.
14	Act as a visual deterrent.
15	Be a keyholder, responsible for locking and unlocking sites, as well as participating in a service/site out of hours standby call out system. This may require them to work occasional evenings/weekends/bank holidays etc.

## PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Be at least 18 years old	A	X	
Be a UK citizen or have the legal right to work in the UK	A	X	
Hold a valid first aid qualification or be willing to complete training	A	X	
Hold a Security Industry Authority (SIA) security guard license or be willing to complete relevant training	A	X	
A strong knowledge of and experience in applying security principles	I	X	
good knowledge of Health and Safety and Fire Regulations	I		X
This is a physically demanding role including significant amounts of walking. They must provide a rapid response to deal with any emergency.	I	X	
Comfortable maintaining exceptionally high levels of security and safety standards.	I	X	
Provide a high standard of customer service to visitors asking for information or directions.	I	X	
Make decisions under pressure as well as having brilliant communication, presentation and punctuality skills	I	X	

\*A = Application form      T = Test/Assessment      I = Interview      P = Presentation

## GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Safeguarding** -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

**Job Details:**

<b>Job Title</b>	Heritage Security and Site Operations Officer
<b>Identifier</b>	04176
<b>Director Area</b>	Place
<b>Service Area</b>	Culture
<b>Score</b>	354
<b>Grade</b>	Grade 5

**Factor Levels:**

<b>Supervision/Management Of People</b>	1
<b>Dispersal Awarded</b>	No
<b>Creativity &amp; Innovation</b>	2
<b>Contacts &amp; Relationships</b>	3
<b>Decisions - Discretion</b>	2
<b>Decisions - Consequences</b>	1
<b>Resources</b>	5
<b>Work Demands</b>	2
<b>Physical Demands</b>	2
<b>Working Conditions</b>	2
<b>Work Context</b>	3
<b>Knowledge &amp; Skill</b>	2