

UNLOCKING POTENTIAL TRANSFORMING LIVES



APPLICANT PACK

Security Officer (Nightshift)

Thank you for your interest in the above role. Below, you will find the job description and person specification, outlining how the different criteria will be assessed throughout the recruitment process. You will also find information on the recruitment and selection process and key dates.

Job Description

Job Purpose	
<p>This role is to provide night shift security cover Monday to Thursday, but will also have a commitment to cover other shifts within the Facilities team during periods of annual leave and any other ad-hoc absences, mainly at the Front of House. The post holder will be the first point of contact for SPSC residents and will have responsibility for checking ID and admit staff, residents, also to issue and receive keys working within the National agreed SPS Security Standards. The post holder is required to carry out a full logged patrol of the premises at pre-determined times throughout the shift and to ensure that the security and safety of residents and visitors is met, whilst also providing First Aid provision.</p> <p>The post holder will be required to set up Training / Meeting rooms as per the room booking request and to replenish consumables each night (water fountain cups, flipcharts, pens etc.)</p> <p>When carrying out other shifts at the Front of House the post holder will provide a professional front of house service, ensuring that each customer's experience creates a positive impression of the SPSC and meets their expectations. This will also include, switchboard operation and ensuring the effective operation of the SPSC front of house</p>	
Key Responsibilities	
1	To ensure that all areas are secure and free from hazards through regular patrols of the buildings, reporting and recording anything untoward which may arise during the shift, via e-mail to the Facilities Manager or direct to the SPSC Duty Manager.
2	To manage the main switchboard and key safe as per SPSC processes and ensure the reception area is secure and free from hazards.
3	To provide a front of house reception service, meeting and greeting customers (both SPS and partner agencies) and providing the first point of contact.
4	To carry out a full logged patrol of the site ensuring that all external doors and windows are secure, monitor the CCTV and Fire detection system.
5	The post holder will be required to set up training rooms, re-arrange furniture as requested and ensure resources are in place prior to training / meetings / events taking place.
6	To support the SPSC admin function, carrying out administration tasks commensurate to the role including but not limited to photo-copying and printing.

Person Specification & Assessment Information

Our selection approach is based upon the principle of merit which means that we will look to appointment the person who best meets the requirements of the role as outlined in the person specification. In determining the most meritorious candidate, applicants will be assessed against the published criteria during the selection process, as detailed below. The most meritorious candidate will be the one who best meets the essential criteria for the role. Performance against any published desirable criteria will only be considered where two or more candidates have performed equally against the essential criteria and there is a need to use the desirable criteria to identify the preferred candidate.

Criteria	Essential/Desirable?	When assessed?
Qualifications		
Relevant Customer Services / SIA Qualification (min Level SVQ 2) or evidence of further qualification / professional development in reception/hospitality/security or relevant experience.	ESSENTIAL	Application
Hold or be willing to work towards an EFAW / First Aid at work certificate within 6 months of taking up the post.	ESSENTIAL	Application
Experience		
Proven experience in a similar residential environment.	ESSENTIAL	Application Sift
Previous experience of working within a security role/environment, working with fire and CCTV alarm systems.	ESSENTIAL	Application Sift
Knowledge & Skills		
Ability to work flexibly to meet the needs of the team and the organisation.	ESSENTIAL	Application Interview
Excellent interpersonal skills, with the ability to communicate effectively at all levels with both SPS staff and customers.	ESSENTIAL	Application Interview
Excellent organisational skills with the ability to plan and prioritise own workload and to work with minimal supervision.	ESSENTIAL	Application Interview

Competent and experienced in the use of Microsoft Office packages.	ESSENTIAL	Application Interview
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Selection Process Key Dates

Vacancy Closes for Applications	18 August 2019	Time	23:55
Interview Date*	29 August 2019		

***please note interview dates are subject to change.**

If you have any queries regarding the vacancy or have a disability which you feel may affect your performance at any stage in the recruitment and selection process, please contact **the HRHQ Team** by emailing: **HQHRTeam@sps.pnn.gov.uk** or by telephone on: **0131 330 3838** to allow reasonable adjustments to be made to assist you.

