**JOB DESCRIPTION**

**JOB TITLE:** Security Officer

**GRADE/BAND:** AfC Band 3

**LOCATION:** Trust wide

**RESPONSIBLE TO:** Security Supervisor

**ACCOUNTABLE TO:** Head of MYTT Protective Services

**JOB PURPOSE**

The postholder will provide a security service at Pinderfields, Dewsbury, and Pontefract Hospitals. To provide a comprehensive security service to all patients, staff, and visitors.

The postholder will maintain a secure environment with the aid of Closed-Circuit Television.

The postholder will undertake a wide range of duties in accordance with Trust policies and procedures.

The postholder will ensure the safety and protection of patients, staff, visitors, contractors and any other legitimate site users' property against loss, theft, damage, and waste.

1. **Professional**

* Maintain a professional appearance in line with the Trust dress code.
* Uphold the Trust’s values and behaviours (available on the Trust web site) and behave in a manner fitting with the responsible position of the post holder, maintaining the public confidence.
* Maintain professional and courteous working relationships with staff and respect the equality and diversity of each and every person whom the post holder comes into contact within the course of their business.
* Uphold the privacy and dignity of the patient and respect the equality of patients at all times.

1. **Key Responsibilities**

* Security staff will be expected to maintain at all times a standard of personal conduct and deportment in keeping with the nature of their duties and the hospital environment.
* Carry out regular patrols of the site and to report any incidents and/or damage in line with Local Operating Procedures
* Protection of patients, staff, visitors, contractors and any other legitimate site users’ property against loss, theft, damage and waste
* Manage disturbances and the escorting of unauthorised persons off the premises.
* Provide a Ward/Department presence in situations where patients and/or visitors are being, or potentially being, violent or aggressive.
* Handle patients (including out-patients), on a face-to-face basis, in circumstances involving violent/aggressive behaviour using the application of ‘conflict resolution’ techniques.
* If (or when) required, apply control and restraint techniques as per the approved Care and Responsibility criteria/training to fulfil the duties and responsibilities.
* Receive & log complaints of crime from patients/visitors and staff. Carry out investigations when required of any loss or breaches of security and report to Supervisor as necessary.
* Provide security assistance as required in accordance with Trust Major Incident Plan, Missing Patient Policy and Major Non-Clinical Emergency Policy and at the scene of road traffic accidents within hospital grounds.
* Ensure the safe custody of all lost/found property out of hours. During working hours, take such property to the General Office
* Assist in the passage of critical information when communications systems fail.
* Ensure the security/safety of the approved helicopter landing site during landing/ unloading/loading/take off operations of Air Ambulance (or other authorised service user) helicopters.
* Use of several computerised (or any other) systems in relation to Security and Car Parking
* Report any untoward incidents concerning members of staff to the Security Supervisor and/or other levels of management.
* Report & log any criminal acts to the Police and the Security Supervisor and/or other levels of management.
* The locking and unlocking of designated areas as and when required including lock down protocols to support CBRN exercises and incidents.
* Respond as required to fire alarm activations as per Local Operating Procedures, including ‘stand down’ protocols for fire service and liaise with other Trust staff on a site wide basis.
* Provide emergency assistance to all staff as required (i.e., major incidents/accidents).
* Be familiar with local assignment instructions and procedures for reporting incidents.
* To successfully complete mandatory and annual training directives as required by the contract and the trust to ensure personal standards are maintained.

**Control Room Duties and Responsibilities**

* Monitor all security control room functions as a security room controller when on duty in the control room and assume control of incidents as a control authority during incidents until such time as management assume control or the incident is resolved.
* Monitor fire protection system(s) and take responsibility for the coordination of the security team during fire alarm activations as per Local Operating Procedures
* Monitoring and report any faults of door access systems (PC based software) ensuring access and security systems are working.
* Monitor a multiple screen CCTV (Public Space Surveillance) system on a regular basis and to use equipment to identify monitor & log suspicious/threatening behaviour or activity.
* Carry out when authorised any Data downloads/record incidents for providing evidence for Investigation purposes as required in line with directives of the Trust and in line with all Data Protection legislation, Trust Policy and Local Operating Procedures.
* Monitor medical gases alarm system and report any alarms as per Local Operating Procedures.
* Administration of door access cards.

**Car Parking Duties and Responsibilities**

* To monitor vehicles parked on site to ensure all vehicles are authorised to park in designated areas.
* To follow Trust Policy with regards to unauthorised vehicles and have the responsibility for the issue of parking notices and warning notices as appropriate in line with the car parking local operating procedures for enforcement.
* Responsible for the first line maintenance of car park ticket machines (change ticket rolls, clear coin jams and rectify minor faults etc)
* Handle small amounts of cash removed from car park payment machines following coin jams.
* Under supervision ensure security of all cash movements/collections (i.e., when car parking ‘pay on foot’ machines are emptied), including handling of cash boxes containing large sums of cash as and when required.

**Communication Responsibilities**

* Liaise with outside agencies such as the Police or Fire Brigade and provide assistance when required.
* Encourage staff to develop awareness in crime prevention and the protection of hospital and/or their personal property.
* Report incidents in an approved manner and maintain authorised records relating to duties.

1. **Resources and Finance**

* The post holder will ensure the proper use of the Trust’s resources such as stationery, telephone usage, photocopying and other consumables during the course of their business, ensuring minimal waste and minimal cost.

1. **Organisational Responsibilities**

* To maintain the confidentiality of the Trust in respect of patient and staff information obtained at all times, and use such information only as authorised for specific purposes. Report any concerns about the use of such information to the senior manager.
* All staff at Mid Yorkshire Teaching NHS Trust have the responsibility for safeguarding adults, young people, children and unborns. This includes all employees:
* Have an understanding of relevant safeguarding policies, including the Mental Capacity Act policy.
* Attending all mandatory safeguarding training in accordance with their role.
* Having a responsibility to recognise and act upon any safeguarding/child protection concerns.

1. **Personal Responsibilities**

* The post holder is responsible for taking reasonable care with regard to themselves as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post-holder in accordance with the Trust’s policies on Health and Safety at Work
* To report any accident, untoward incident or loss relating to staff, patients or visitors according to Trust policies.
* To undertake in-service training relevant to the post.
* Comply with Trust Policies and Procedure.

1. **Area of work**

* The post holder will be required to undertake training events at any site across the Trust.
* The post holder may be required to work on other wards/department within the Trust at short notice to cover unplanned sickness or to cover planned sickness or annual leave on other wards/departments.

1. **Staff Development, Training and Education**

* The post holder will be required to undertake mandatory training and is responsible for keeping this training up to date.
* The post holder will have an appraisal of performance each year and will be responsible for agreeing a development plan in line with the Trust’s (KSF) Knowledge & Skill Framework, in agreement with their manager or immediate supervisor. The development plan will be reviewed each year.
* The Trust will provide assistance and agreed development to enable the post holder to achieve their objectives and standards in line with the development plan.
* If the post holder feels they are not achieving their objectives as agreed in the development plan they will bring it to the attention of their supervisor or manager at the earliest opportunity.

1. **Health and Safety**

* Work in accordance with Health and Safety regulations at all times.
* Report any incidents of breaches of Health and Safety and report any dangerous acts or omissions that are seen in the course of duty that compromise the Health and Safety of staff or patients using the Trust Health and Safety policy.
* Comply with audit recommendations and risk assessment recommendations to make the workplace and work practice safer.
* Assist when required to do so, in any risk assessment activity undertaken.

**TERMS AND CONDITIONS OF SERVICE**

The post holder will be required to work at any location where the Trust provides services.

All professional and managerial staff are required to work in accordance with their particular Code of Conduct. Failure to do so may result in disciplinary action (please refer to disciplinary policy for further information).

In carrying out their duties the post holder must promote equality of opportunity and take every opportunity to eliminate discrimination.

The post holder is required to keep confidential all information and documentation relating to either a patient, a member of staff or Directorate’s business which they come into contact with.  All staff are expected to respect the requirements of Data Protection legislation as this incorporates the need for a high standard of data quality, confidentiality and information security.

The Trust adopts a “bare below the elbow policy”. The Trust expects that all staff adhere to the policy in the clinical areas and settings where health care is provided e.g., the patient’s own home. The policy statement is accessible on the intranet and defines the clinical area. Individuals can expect to be challenged if they are observed not to be adhering to the policy statement.

The post holder is responsible for taking reasonable care with regard to themselves as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post holder in accordance with the Trust’s policies or Health and Safety at Work.

These duties and responsibilities are neither exclusive nor exhaustive and management reserve the right to require staff to undertake other duties and responsibilities consistent with the grade of the post in consultation with the post holder.

This job description is an outline of the duties and conditions of the post and may be subject to change in detail or emphasis in the light of future developments.

**Continuing Professional Development**

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

**Smoke Free Policy**

Mid Yorkshire Teaching NHS Trust has a Smoke Free Policy

Smoking is not permitted: -

* Inside any building owned or used by or in areas used by Mid Yorkshire Teaching NHS Trust staff in buildings shared with other organisations.
* In the grounds and car parks of premises of Mid Yorkshire Teaching NHS Trust.
* In the entrances of any Mid Yorkshire Teaching NHS Trust buildings.
* In the immediate areas outside Mid Yorkshire Teaching NHS Trust.
* In vehicles owned or leased by Mid Yorkshire Teaching NHS Trust.

Staff are not permitted to smoke whilst in uniform and / or wearing a staff badge in areas where they can be seen by the public.

A copy of the full policy is available.

In the unlikely event of a member of staff not respecting the policy, their line manager will attempt to resolve the situation informally, in the first instance. Repeated breaches of the policy may result in disciplinary procedures being instigated.

Any member of staff wishing to stop smoking can contact the Stop Smoking Service

**WYAAT**

Mid Yorkshire Teaching NHS Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care.  By working for Mid Yorkshire Teaching NHS Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership’s ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual trust, supports that ambition.

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**THE MID YORKSHIRE TEACHING NHS TRUST**

**PERSON SPECIFICATION**

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| **POST TITLE: Security Officer LOCATION: Trust wide** | | | |
| **Attributes** | **Essential** | **Desirable** | **How Identified** |
| **Qualifications** | * SIA Front Line Licence (Level 2). * SIA (PSS) CCTV Licence. | * IOSH working safely or equivalent. * Health and Safety Level 1. * CSCS. * First Aid certificate. * Conflict Resolution training. | Application  Interview Examination certificates or equivalent documentation |
| **Experience** | * Previous experience within a security environment. * Previous experience in a customer facing environment. | * Previous supervisory experience. * Previous NHS security experience. * Previous armed forces or police employment. * Operation of CCTV systems. | Application  Interview |
| **Knowledge and Awareness** |  | * Knowledge of Health and Safety legislation. * Infection Control awareness. * Knowledge of car parking systems (payment machines, barriers etc). | Interview  References |
| **Skills and Abilities** | * Fit to perform the duties of the post: * The ability to collate/produce clear and concise professional reports. * Able to follow written and oral instructions. * Ability to work with minimum supervision. * Ability to prioritise a demanding workload. * Able to carry out dynamic risk assessments (ie when attending incidents). | * Basic Computer skills. * Physical intervention/conflict management skills. * Investigatory skills. * Ability to interpret site plans and/or drawings. * Moving & Handling (ie Bending/ Carrying). | Interview  Occupational  Health |
| **Personal Attributes** | * Smart appearance. * Able to communicate effectively with staff, patients and the general public. * Have a flexible approach to work. * Courteous and polite |  | Interview  References |
| **Other** | * Disclosure and Barring Service check (DBS formerly CRB). | * Full, clean driving licence. | Interview  References  Application form  Driving Licence in appropriate groups |