**JOB DESCRIPTION**

**JOB TITLE** **Security Supervisor**

**GRADE/BAND AfC Band 4**

**LOCATION Trust wide**

**RESPONSIBLE TO Deputy Protective Services Manager**

**ACCOUNTABLE TO Head of Protective Services**

**JOB PURPOSE**

To provide day-to-day management control of Security Services to the hospitals ensuring the safety of staff, patients & visitors. To ensure Key Performance Indicators are achieved in line with the Contract for Security Services and to ensure compliance in relation to Health & Safety and service delivery.

To be responsible for the delivery of an effective security and car parking service across all MYTT Hospitals and any other areas as determined by the contract at any one time in line with the agreed budget and service delivery standards.

The postholder will acts as an ambassador and holds a valuable position within the framework of risk management. There is a requirement to guarantee high quality security supervisory management at all times within the security service to give reassurance to patients, visitors and staff. The position of security supervisor is fundamental in the detection and deterrence of all criminal activity.

The post holder will be responsible for the management of sensitive data and control of the environment. Any matters which the post holder feels they are unable to deal with must be escalated to their line manager and any liaison with clinical site management as and when required is essential.

The post holder is required to keep confidential all information and documentation, which they come into contact with. All staff are expected to respect the requirements of the Data Protection Act 1998 and GDPR, as this incorporates the need for a high standard of data quality, confidentiality and information security.

1. **Professional**

* To partake in feedback on departmental and implement Trust wide/departmental policies, procedures and guidelines.
* 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 he/she comes into contact with in the course of his/her business
* Uphold the privacy and dignity of the patient and respect the equality of patients at all time

1. **Key Responsibilities**

* Delivery of Security and Car Parking Services obligations under the Contract.
* Plan, deliver and review all aspects relating to the provision of Security and Car Parking services to the hospitals and ensure the flow of internal cash collection is managed.
* Develop and implement operational policies and procedures in line with Contract obligations.
* Liaise with wards/departments and develop good customer relations to ensure effective service delivery. Respond to calls for assistance within required timescales.
* Support the Management team in the response to customer complaints in line with the Trust’s Complaint Procedures.
* Ensure the protection of NHS/ENGIE property against damage, loss, theft and waste.
* Manage the CCTV system in line with agreed policies within the control room and ensure Data Protection Act and relevant legislation is adhered to.
* Maintain the Access Control System and related documentation:
* Maintain and manage other relevant systems with a direct link to Security.
* Ensure Security KPI's are achieved and reported on.
* Ensure all necessary paperwork associated with KPI Reporting is completed.
* Ensure compliance with the Company's Quality Systems.
* Adhere to Health & Safety Legislation and ensure all Company policies and procedures for Health & Safety are carried out.
* Ensure all staff are trained on Health & Safety matters,
* To carry out annual appraisals of direct reports and to identify training needs.
* To ensure all Security Officers have a valid SIA licence for their relevant field.
* Manage staff rotas in line with budget and to ensure service delivery can be achieved.
* Any other ad hoc duties at the request of the line manager, as deemed reasonable.
* The post holder may be required to undertake any other duties commensurate with their knowledge and experience.
* This job description is not an exhaustive list. It is also subject to change in light of service developments and in consultation with the post holder and their manager.
* The post holder may be required, on occasions, to provide support in other Trust locations

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 in the course of 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:
* Having 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 Procedures.

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 / departments 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 objective 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 time
* 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 he/she comes into contact with.  All staff are expected to respect the requirements of the Data Protection Act 1998, as this incorporates the need for a high standard of data quality, confidentiality and information security.

The Trust adopted a “bare below the elbow policy” in January 2008. 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 him/her 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

The Mid Yorkshire Teaching NHS Trust (MYTT) has a Smoke Free Policy

Smoking is not permitted: -

1. Inside any building owned or used by or in areas used by MYTT staff in buildings shared with other organisations
2. In the grounds and car parks of premises of MYTT
3. In the entrances of any MYTT buildings
4. In the immediate areas outside MYTT
5. In vehicles owned or leased by MYTT

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**

The Mid Yorkshire Hospitals 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 The Mid Yorkshire Hospitals 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.

THE MID YORKSHIRE HOSPITALS NHS TRUST

**PERSON SPECIFICATION**

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| **POST TITLE: Security Supervisor 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  Certificates |
| **Experience** | * Previous experience in a supervisory role * Previous experience in a Security role | * Previous NHS security experience. * Previous armed forces or police employment. * Operation of CCTV systems. | Application  Interview |
| **Knowledge and Awareness** | * Awareness of own limitations. |  |  |
| **Skills and Abilities** | * Proven ability in a supervisory role * Able to meet the physical demands of the role and requirements of the service delivery. | * Basic Computer skills. * Physical intervention/conflict management skills. * Investigatory skills. * Ability to interpret site plans and/or drawings. * Moving & Handling (ie Bending/ Carrying). | Interview  OH Screen |
| **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** | * Full Clean UK Driving Licence |  | Driving licence |