



Security Officer

Salary: Band 5, £26,473 to £28,239 per annum, pro rata

Hours: 35 hours per week (9:00am-4pm Monday to Friday working alternate Saturdays 8am-4pm)

Contract: Permanent

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

What is the role?

Managed by the Operations Manager, you will be part of the Security Team based at Civic Offices.

- You will be working with minimal supervision however following clear guidelines in the Security Handbook and use of Force Policy.
- Customer Service is the key function of the role. Working in reception assisting customers with their enquiry's and providing staff and customers with reassurance if anti-Social behaviour occurs and operate within SIA guidelines to manage customers safely where needed.

Who is the person?

You will need to:

1. Enjoy being part of a service that provides excellent customer Service
2. Hold a current SIA license and be willing to attend training to keep this in date.
3. You must have experience of working in a customer focused environment.
4. Be able to convey information to meet the needs of our customers positively and clearly. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
5. Work alongside the social care teams to provide a safe working environment for staff and customers.
6. Be able to diffuse Anti-Social behaviour should it occur in the reception and work in accordance with both Use of Force Policy and SIA guidelines this includes the wearing of PPE.
7. Be able to quickly triage social care clients and direct them to the best route to access services, this will be for both adult and children's clients.

8. Manage the goods inwards deliveries and record with delivery log when required.
9. Provide immediate response to Fire alarms and carry out the role of Staff Controller
10. Liaise directly with the probation service and provide immediate response to violent incidents.
11. Create ID cards using Paxton Net2 software and undertake training to reach required standard.
12. Carry out duties of a building first aider.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.