Job Evaluation Number	B828

JOB DESCRIPTION

Job Title: Security Guard Supervisor – CTPSE	**Location:** CTPSE
Job Family: Business Support	**Role Profile Title:** BB3 Police Staff
Reports To: Physical Security Manager CTPSE	**Band level:** 3F
Staff Responsibilities (direct line management of): Security Guard(s)	

a. **OVERALL PURPOSE OF THE ROLE**: Defines the role, put simply, why it exists.

The overall purpose of the role is to: hold a vital leadership position within Physical Security operations, ensuring the team has the necessary support and resources to meet organisational and national security standards.

b. **KEY ACCOUNTABILITY AREAS**: Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:
1. Lead and directly manage the security guard team, including the coordination of daily rotas, conducting daily briefings, handling administrative tasks, and managing annual leave to ensure appropriate cover across all regional locations as needed.
2. Support the Physical Security Manager in the management of physical security controls including Intruder Detection systems, Access Control Systems and CCTV Systems for the estate. This will Include but is not limited to the servicing, maintenance, and replacement of equipment.
3. Support the security assessments and management of visitors attending the site. Ensuring Security Guard Team actions are carried out in line with security operating procedures. When required, conduct these assessments independently, ensuring appropriate safeguards and countermeasures are in place in line with security operating procedures.
4. Assist with internal audits on Security Guard team procedures so they remain effective, efficient, and proportionate to the department's mission, legal and regulatory requirements, and accreditation requirements.
5. Ensuring provision of resilience for the Security Guard Team in times of high demand or periods of absence. Where necessary, covering any security guard duties to minimise operational impact.
6. Assess and support the requirements of the Security Guard team. Ensuring all communication is conveyed to and from the Security Guard team taking into account their 24/7 shift pattern. Where support is required, escalating issues to the Physical Security Manager within regular meetings.

7. Ensure the Security Guard Team remain certified and licensed to SIA standard in the required areas outlined in the Security Operating Procedure.
8. Present a monthly briefing to update the Physical Security Manager and Senior Security Information & Physical Security Manager on security performance and to discuss opportunities to improve ways of working.
9. Ensure the Security Guard Team Intranet page remains updated with links to relevant Security Operating Procedures and Security Updates for the Security Guard Team.

c. **DIMENSIONS**: Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:
This post is required to wear Security Guard Team uniform and relevant PPE when required.

d. **CHARACTERISTICS OF THE ROLE**

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

The knowledge or skills required in the role are as follows (essential or desirable):	***E/D***
1. Proven experience of working within Security Guard operations as either a security officer or supervisor, with a strong working knowledge of security operations and procedures.	E
2. Proven ability / experience to prioritise and manage time effectively, whilst working independently.	E
3. Proven experience of leading and managing team performance operating over a 24-hour shift pattern, managing the day-to-day delivery of a security service.	E
4. Proven knowledge of the current security threats posed towards Security Guard Teams and the ability to assess and apply appropriate incident response procedures.	E
5.Good IT skills including competence in the use of Microsoft Sharepoint, Outlook and Word.	E
6. Proven oral and written communication skills and strong interpersonal skills.	E
7. Possess a valid Security Industry Authority Supervisor licence or willingness to undertake the training to obtain.	E
8. Ability to work under pressure to analyse problems quickly and to take a systematic approach to resolution.	E

9. Knowledge of security systems including CCTV, Intrusion Detection Systems, and Access Control.	E
10. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner, being available to work some evenings and weekends where required. A full UK driving licence is considered essential due to the requirements to work flexibly and work unsocial hours, including lone working; public transport may not be available or suitable at these times.	E
11. Must have a flexible approach to working hours to suit the requirements of the role and be prepared to work overtime as required.	E