

Job Description

Job Title: Court Security Officer
Department: City Surveyor
Grade: B
Location: Central Criminal Court
Responsible to: Head of Security
Responsible for: N/A

Appointed Candidates Signature:

Please sign and date here upon receiving your offer of employment

I confirm I have read the Job Description below:

Full Name:

Signature Date:

Purpose of Post

To provide the highest attainable standards of security within the Central Criminal Court. The role includes conducting security patrols of the public galleries and/or working in any of the following areas: the gallery floors/corridors, the main entrance, the Lord Mayor's entrance, and the underground car park. Routine activities include communicating with customers, contractor control, escorting, patrolling, x-ray machine operation and CCTV monitoring

Main Duties & Responsibilities

1. To implement the directions of the Head of Security and any security-related standard operating procedures (SOP or policies related to security at the Central Criminal Court (including special events taking place at the complex) and be fully conversant with these SOP's and policies.
2. To undertake the following security-related tasks: front-line security at entrances, reception areas, vehicle access points and car park; CCTV monitoring duties in the Central Criminal Court; general administrative and reporting duties; physical site patrolling duties (internal & external); general escort duties; safety and emergency response duties within the building and its public spaces; contractor control; processing deliveries; X-ray machine operation; searching of people & vehicles; security duties at events & functions.
3. Bring to the attention of the Security Management any matter which may have compromised the security of the Central Criminal Court Complex, including promptly reporting any complaints, feedback, incidents or conflicts.
4. Whilst on duty security officers will greet and welcome court users in a positive manner. Ensuring members of the public are kept politely informed of up-to-date information about the cases; explaining the rules of the court and how they should behave whilst in the court.
5. Retain emotional control when dealing with difficult or challenging customers. Remain calm, confident and in control, regardless of personal thoughts feelings and emotions.
6. Maintain personal grooming and appearance to the highest possible standard and act in a manner which reflects the values of the City of London Corporation.
7. Assist and support the CCC Events and Functions teams as required and as directed by Security management Team.

8. Maximise the proactive use of the equipment provided to enhance the security operation within the Central Criminal Court Complex and to ensure such equipment is fully functional, operated correctly and reported, when it becomes defective.
9. Respond to any emergencies or incidents occurring at or near Central Criminal Court Complex and actively liaise with the emergency services as directed by the Security management.
10. To act on the directions of Security Management and implement standard operating procedures & instructions in relation to fire-related incidents until the arrival of the Fire Brigade.
11. Actively embrace constructive feedback related to career growth. Attend training and development courses enabling candidates to optimise skills to perform their job at the highest level
12. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
13. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
14. To be sufficiently proficient to undertake any other tasks allocated by the Head/Assistant Head of Security, including fully substituting for any other Security Officer in their absence.
15. To undertake any other duties that may reasonably be requested appropriate to the grade.

Person Specification

Job Title: Court Security Officer
Department: Central Criminal Court
Grade: B
Trent Position number:
DBS Criterion: Basic DBS
Security Vetting Criterion: SC Clearance (security check)
Politically Restricted Post Criterion: This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Professional Qualifications / Relevant Education & Training

Essential

- Excellent interpersonal skills and confident in dealing with contentious issues (I).
- Level 1 or above English qualification (A)
- Personal qualities of leadership, patience and tact (I and T).
- IT literate (Outlook, Word, Excel) (A, I and T).

Desirable

- Hold an SIA License/prepared to obtain an SIA license within the 6 months probationary period.
- Hold an NVQ in Security/Customer Care or equivalent.
- Hold a First Aid Certificate/prepared to obtain a First Aid Certificate within the first 12 months.
- Knowledge of Health & Safety Act, the Data Protection Act and the Disability Discrimination Act in relation to matters linked to a Security Officer role.

Experience Required

- Sound experience of working within a large security team, and ability to build positive working relationships, (A),
- Proven experience, skills and abilities to work on a daily basis, if required, in the security control room operating the closed-circuit television, or on the “Rapiscan” machine security checking all entrants to the building, or on the public galleries, providing an excellent customer service, (A),
- Sound experience of operating intruder and fire alarm systems, (A)
- Sound experience of undertaking different shift systems, as required, together with the ability to work flexibly, (A),
- Sound experience, skills and abilities to provide excellent levels of customer service within a busy and challenging environment in order to maintain high standards when delivering services, (A and I),
- Sound oral and written communication skills to be able to undertake the full range of duties required in a Security Officer role, (A and I),
- Proven ability to build strong relationships and work collaboratively with in a team environment (A) (I)
- Effective written communication skills including the ability to produce documentation such as incident reports and briefing notes (A) (T)
- Skills and abilities to work accurately and quickly under pressure, (I and T),

- Proven ability to operate with a high degree of personal autonomy, including making decisions regarding issues experienced during the shift and activation of contingency and other standard operating procedures (SOP) (A) (I)
- Skills and abilities to administer first aid to members of staff and public, (I and T).

Other Relevant Information

The post holder will be required to work Monday – Sundays (Rest days falling on Tuesdays and Wednesdays/ Wednesday and Thursdays).

Short notice changes of shift/start/end time may be necessary, and a flexible approach to your role and duties would be desirable.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Contract

The position is offered on a Permanent basis.

Salary

The salary range for this job is £33,805 - £37,202 per annum inclusive of all allowances, (Unsocial hours 11%) This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Pension

The pension scheme provided by the City of London is the Local Government Pension Scheme (LGPS). The LGPS is a public sector, statutory, funded, defined benefit pension scheme. Benefits are accrued based upon scheme member's salary and the length of time for which they are a member of the scheme.

You will automatically be admitted to the City of London Corporation's Pension Scheme. Member contributions are based upon the rate of pensionable pay received by the scheme member. Members contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary. Please see here for the [contribution bands](#). There is also an option to join the 50/50 section of the scheme where members pay half the contribution rate and accrue benefits at half the accrual rate.

The current employer contribution rate for the City of London is 21%.

Further details can be found on the national [LGPS website](#) and/or the [City's pension website](#).

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Hours of Work

Working hours are varied and flexible and include an unpaid break, working 35 hours per week, Monday to Sunday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.



Annual Leave

There is an entitlement of 24 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

City Benefits

As an employee of the City Corporation, you have access to exclusive discounts and privileges through a combination of internal offers from our departments and an external service we have subscribed to from Reward Gateway.

Employee Volunteering Programme

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation

Sickness Absence and Pay



The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.