

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Pavements Security Support Officer	<b>JE NUMBER:</b>
<b>DIRECTORATE:</b>	Leisure, Culture and Community Wellbeing	<b>BAND: 5</b>
<b>RESPONSIBLE TO:</b>	Retail Development Manager, Pavements Centre and Markets and The Pavements Team Leader	
<b>RESPONSIBLE FOR:</b>		
<b>MAIN PURPOSE OF POST:</b>	<p>To contribute to creating a managed feel of 'wellbeing' in the town by becoming a highly visible aspect of the area.</p> <p>To be reactive and proactive in environmental stewardship, to be the eyes and ears and therefore providing a visible deterrent and facilitating the initial response to any emerging anti-social behaviour disorder or criminality.</p> <p>To maintain a high-profile presence within the Pavements Shopping Centre, open markets, The Yard's and other areas as defined by the service.</p>	

### **DUTIES AND RESPONSIBILITIES:**

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Provide high levels of customer care when dealing with and resolving difficult situations, knowing when to request additional support. In particular, Security Support Officers may be required to deal with complaints, resolve disputes and signposting to the appropriate support as required.
2.	Maintain a highly visible presence and act as an ambassador for Chesterfield Borough Council. To be a source of information and assistance to the general public, being reactive in problem solving. This includes the requirement to be 'out and about' within the Pavements Shopping Centre, Open Markets, and surrounding areas.
3.	To assume a liaison role by taking ownership of a designated areas, thereby allowing closer links to be forged with businesses and the general public alike; at the same time providing a much-improved communication link between those parties and the council itself.
4.	Act as a first point of contact for welfare and safety concerns. In collaboration with partners and decide on the appropriate response to each case by conducting a dynamic risk assessment. Calling on additional support (including other agencies such as Derbyshire Constabulary, Derbyshire Fire Service, CBC Housing Services, Derbyshire Business Crime Reduction Partnership and CBC Community Safety team as required).
5.	Act as a first responder to a range of incidents, which are coordinated via the Pavements Control Room. These include (but are not limited to) physical or mental health, reports of disturbances, accidents and alarms, any incidents of a safety, security, and welfare nature.
6.	Produce accurate and detailed incident reports as required, reporting back to the control room as necessary.
7.	Work as part of a team, carrying out routine checks where necessary, observe and identify any potential unusual activity, respond or report as required

8.	Take personal responsibility for the custody of master keys, access cards and personal radios for the Pavements centre. To undertake regular security and safety inspections within the Pavements Centre.
9.	Operate the Pavements CCTV system and other equipment including the recording, storage and removal of data/information in accordance with relevant legislation. To control access into the back-office areas of the Pavements Shopping Centre.
10.	If required, coach, support, and mentor new members of staff
11.	To provide verbal and written evidence in support of any legal action including writing statements and attending court to provide evidence.
12.	Be a direct point of contact for and instruct, monitor, and advise traders and contractors within Council buildings in respect of roles, responsibilities, and regulations within the premises.
13.	As an employee of Chesterfield Borough Council, you will be expected to demonstrate a commitment to the professional behaviours outlined in Chesterfield Borough Councils Competency Framework
14.	As a member of staff, you will be encouraged to make ethical decisions in your role, embedding the council's sustainability strategy into your working activities wherever possible
15.	Any other duties commensurate with the grade of the post as required by the Management Team.

**GENERAL – To be aware of and implement the following:**

**Equalities** – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

**Code of Conduct** – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

**Health & safety** – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

**Staff Development** - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

**Data Protection** – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

**Safeguarding Children and Vulnerable Adults** - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

**SPECIAL FEATURES OF POST:**

Political Restriction	YES		NO	
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES		NO	
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES		NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES		NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	Pavements & Markets Security Officer	<b>JE NUMBER:</b>	
<b>DIRECTORATE:</b>		<b>DATE:</b>	

<b>KNOWLEDGE / SKILLS / ABILITIES</b>		<b>Assessment Method</b>
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
<b>Essential</b>		
•	Ability to demonstrate confidentiality, discretion and sensitivity at all times.	Application Form
•	Demonstrable communication and interpersonal skills to deal with a wide variety of people and situations, capable of communicating clearly with good influencing skills.	Application Form
•	Ability to use judgement to decide how to deal with and solve a wide variety of situations, taking a collaborative approach with other team members, able to work with others and know when to call on additional support.	Application Form/ Interview
•	Ability to adapt and respond to change, the changing and evolving needs of the council and the service, and to the changing priorities and work tasks within the team.	Application Form/ Interview
•	Willingness to learn and develop new skills, with a flexible approach to work.	Application Form/ Interview
•	Ability to plan and prioritise activities at short notice and in difficult situations, using initiative and judgment.	Application Form/ Interview
•	Good written communication skills and the demonstrable ability to convey important and detailed information in written form, in a highly accurate and thorough manner.	Application Form/ Interview
•	Good IT skills, with the ability to use Microsoft Word and email, and a willingness to learn specific IT packages should they become relevant to the role.	Application Form/ Interview
<b>Desirable</b>		

•	Be able to record information accurately and create written reports.	Application Form/ Interview
<b>EXPERIENCE</b>		
<b>Essential</b>		
•	A good understanding of customer service to deal with enquiries and to handle complaints or deal appropriately with difficult situations.	Application Form/ Interview
•	An awareness of (or a willingness and ability to acquire) legislative knowledge relating to General Data Protection Regulation and general security and surveillance equipment.	Application Form/ Interview
•	A good awareness of health and safety issues and the ability to identify the potential for risk to property and people, taking appropriate action when required.	Application Form/ Interview
•	Ability to work under pressure and assess and act on situations under own initiative.	Application Form/ Interview
<b>Desirable</b>		
•	Willingness to undergo a structured course of training to equip you with the confidence and aptitude to apply First Aid training, conflict management training and Emergency protocol training.	Application Form/ Interview
•	Previous relevant experience in a high-profile customer-facing role.	Application Form/ Interview
•	Experience of working alone and ability to risk assess own environment and act accordingly.	Application Form/ Interview
•	Experience of working with a wide range of people including the vulnerable and those with challenging needs	Application Form/ Interview
•	A basic understanding of law and impact of crime on communities	Application Form/ Interview
•	Ability to work under pressure and assess and act on situations under own initiative.	Application Form/ Interview

<b>QUALIFICATIONS</b>		
<b>Essential</b>		
•	First Aid at Work Certificate (To be provided by the council if not previously obtained)	Application Form
•	Customer Service Practitioner (Level 2) or a willingness to undertake	Application Form/ Interview
<b>Desirable</b>		
•	Security Industry Association (SIA) Public Place Surveillance	Application Form
•	Security Industry Door Supervisor accreditation (as and if required)	Application Form
<b>OTHER REQUIREMENTS</b>		
<b>Essential</b>		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview
•	Please note that as this post is exempt from the Rehabilitation of Offenders Act 1974, a satisfactory Disclosure and Barring Service (DBS) check will be required for the appointee	N/A
<b>COMPETENCY REQUIREMENT:</b>		
<b>Seeing the Big Picture</b>	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.  For leaders, it is about scanning the political context and	Interview
<b>Level:</b>		

	taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.	
<b>Changing and Improving</b>	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
<b>Level:</b>		
<b>Making Effective Decisions</b>	<p>Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	Interview
<b>Level:</b>		
<b>Leading &amp; Communicating</b>	<p>At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.</p> <p>It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	Interview
<b>Level:</b>		
<b>Collaborating and Partnering</b>	<p>People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.</p> <p>For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however</p>	Interview
<b>Level:</b>		

	uncomfortable	
<b>Developing self and others</b>	<p>Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.</p> <p>For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change</p>	Interview
<b>Level:</b>		
<b>Delivering Value for Money</b>	<p>Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	Interview
<b>Level:</b>		
<b>Managing a Quality Service</b>	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services</p>	Interview
<b>Level:</b>		
<b>Delivering at Pace</b>	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.</p> <p>For leaders, it is about building a performance culture</p>	Interview

**Level:**

where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly