

## **BIRMINGHAM CITY COUNCIL**

### **JOB DESCRIPTION**

Job Title: **SECURITY OFFICER**

Directorate: Education and Skills

Division: Library of Birmingham

Section: Library Resources

Grade: GR B *\*(consultation grade -  
subject to formal evaluation under the Pay  
Equity Review)*

Job ref No:

### **JOB PURPOSE**

To be responsible, as part of a Library Resources team, to Library of Birmingham Managers and Coordinators for the following:-

1. To protect the Library of Birmingham, its contents and personnel on site from disaster, damage and intrusion during and to provide a prompt and knowledgeable response in the event of an emergency.
2. The day to day delivery of the core customer facing functions of the Library of Birmingham.
2. To positively present the public face of the Library of Birmingham.
3. To maintain the working relationships with other Library of Birmingham specialist teams and functions, as well as partners and suppliers to deliver the overall customer experience and support service objectives.

### **DUTIES & RESPONSIBILITIES**

1. To undertake security function for the Library of Birmingham including:
  - Unlocking and locking of premises
  - Recording lost property
  - dealing with all automated fire and security systems including close circuit TV and stock security devices
  - Informing staff and contractors of breakdowns
  - Recording and dealing with incidents
2. To undertake security surveillance of any persons remaining in or needing access to Library of Birmingham, including contractors and staff.

3. To activate emergency procedures in the event of intruders, damage to Library of Birmingham property, accidents or other emergencies.
4. To provide a comprehensive behaviour control function, including high level incident management and escalation to control room as appropriate.
5. To help ensure a seamless, co-ordinated approach to crowd and queue management (including emergency and evacuation procedures).
6. To answer customer enquiries as part of everyday duties both in a Security capacity and as part of frontline Library Services duties
7. To interact with customers, face to face and through other access channels such as telephone, the web and other online means.
8. To support the operation of the stock flow system in the building.
9. To support the delivery of the Library of Birmingham frontline services
10. To ensure that specialist and complex enquiries are handed off efficiently and effectively to the relevant specialist teams and functions.
11. To support the various programmes of activities, exhibitions, and events held by the Library of Birmingham.
12. To provide assistance and support to customers using ICT in the building.
13. To handle cash and cashless payments for services as required.
14. To help promote the Library of Birmingham services and events to customers.
15. To have an understanding of Equal Opportunities Policies and Procedures, together with all relevant Health and Safety regulations.
16. To maintain an appropriate level of knowledge and expertise to ensure effective performance in the post.
17. Any other duties commensurate with the grade of the post that may, from time to time be required.

### **RELATIONSHIPS**

- (i) Accountable to: Security Supervisor
- (ii) Officers reporting to the post: None

### **PHYSICAL CONDITIONS**

- (i) Hours:
  - 36.5 per week (Full time)
  - 18.25 per week (Part-time)
  - 8 per week (Saturdays only)

(ii) Workplace: Library of Birmingham

**OTHER SPECIAL CONDITIONS**

None

**EQUAL OPPORTUNITIES IN EMPLOYMENT POLICY STATEMENT**

Birmingham City Council will ensure that all existing and potential employees receive equal consideration, and is committed to the elimination of unlawful or unfair discrimination on the grounds of gender, race, disability, colour, ethnic and national origin, nationality, sexuality, marital status, responsibility for dependants, religion, trade union activity and age (up to 65).

It is the intention of the City Council that the workforce, at all levels, should reflect the composition of the City's population. To achieve this the Council will take active and positive steps to eliminate discrimination, reduce the effects of past discrimination and to promote equality in employment.

**Library of  
Birmingham**

**PERSON**

**SPECIFICATION**

**Job Title:** Security Officer

**Grade:** GR B *\*(consultation grade - subject to formal evaluation under the Pay Equity Review)*

**Division:** Library of Birmingham

**Directorate:** Education and Skills

**Job No's:**

**Date:**

<b>KNOWLEDGE AND EXPERIENCE - Diff</b>	<b>SKILLS AND ABILITIES - Core</b>
<ol style="list-style-type: none"> <li>1. Experience of working within a public service delivering front line customer service such as dealing with enquiries; provision of advice &amp; guidance; face to face and via other channels</li> <li>2. Knowledge of LOB standards of behaviour and experience of successfully managing those who are not adhering to them including high level incident management and escalation to control room</li> <li>3. Demonstrates previous responsibilities in crowd and queue management including emergency &amp; evacuation procedures</li> <li>4. Demonstrates experience in providing security functions such as unlocking &amp; locking of premises, recording &amp; dealing with incidents, knowledge and understanding of automated fire &amp; security systems</li> <li>5. Experience of working in a manner which reflects BCC's Equal Opportunities commitment</li> </ol>	<ol style="list-style-type: none"> <li>1. Demonstrates a commitment to producing work which is error free</li> <li>2. Successfully follows processes and procedures – is able to achieve tasks and activities (delegated to them) to a set standard and within the specified timescale. Anticipates what needs to be done next and will undertake this without reminding</li> <li>3. Ability to foster relationships with others which creates greater understanding of work commitments</li> <li>4. Takes responsibility for developing own skill and knowledge to ensure optimum contribution to service area</li> <li>5. Ability to operate flexibly understanding the requirement to change priorities according to the needs of the service.</li> </ol>
<b>TRAINING AND DEVELOPMENT</b>	
<ol style="list-style-type: none"> <li>1. Shows evidence of Continuous Personal and Professional Development, demonstrating a positive approach to training.</li> </ol>	

## **EDUCATION AND QUALIFICATIONS**

There is a requirement to:-

1. Hold the Security Industry Authority Licence and maintain the licence throughout the employment with Birmingham City Council.
2. To be sufficiently competent in literacy and numeracy, and proficient in ICT, to enable the post holder to perform the relevant duties of this role i.e. Control Room Operator
3. There is a requirement to be First Aid and defibrillator qualified
4. There is a requirement to attend the Banksman training course