



<b>Job Title</b> Security Officer	
<b>Department</b> Security	<b>Location</b> Waddesdon Manor, Bucks, HP18 0JH
<b>Responsible to:</b> Security Supervisor Head of Security & Transport	<b>Date</b> February 2019

**Overall Purpose:**

The post of Security Officer will be responsible for ensuring that Security policy and procedure is followed and maintain the physical security of Waddesdon Manor and its associated properties and estate. They will complete daily tasks as instructed.

The job holder will report to the Security Supervisors and will work closely with the Head of Security and Transport to resolve issues in an efficient manner.

The role will be the customer-facing person within the Security department and will engage with visitors and other invited guests with courtesy and professionalism.

**Main Responsibilities:**

**Security:**

- To conduct daily and routine security tasks as directed by the Security Supervisor or Head of Security & Transport.
- Be the initial contact between visitors and the Security department.
- To escort contractors if required.
- To effectively communicate all relevant information to the Supervisors, Head of Security & Transport
- To respond to and appropriately escalate a response to any incidents across the site.
- To undertake patrols of the estate as required.
- To ensure all required documentation is completed to a high standard.
- To undertake any training and CPD deemed necessary.



- To report any maintenance issues to Facilities management and Head of Security & Transport.
- To operate and monitor the CCTV suite and ensure all equipment operates correctly.
- To liaise with external contractors in the event of an emergency call out.
- To manage the daily operation of access control systems and key issues system.
- To control and appropriately escalate a response to any incidents across the site.
- To effectively deal with any reported sick leave.
- To undertake any training and CPD deemed necessary.

**Fire:**

- To ensure that all required fire checks are conducted.
- To monitor and operate the fire detection system and coordinate an appropriate response to alarms.
- To check system for faults on a daily basis.
- To ensure fire extinguishers throughout the estate are correctly located and serviced.

**First Aid:**

- To coordinate an appropriate response to any first aid incidents across the site.
- Monitor the first aid supplies across the site, informing the FC if an order is required.
- Complete accident reports as required.
- Undertake First Aid training as required.

**Health & Safety Responsibilities:**

- Ensure that any situation that represents a danger and all accidents/incidents are dealt with promptly and are properly recorded.
- Take responsibility for own health and safety and that of others by following health and safety systems and procedures.

**General:**

- The above list of duties is not exclusive and the post holder may be required to undertake other tasks as may be reasonably expected commensurate with the post and the smooth running of the Organisation.



#### General attributes and experience:

- Previous experience in a security role desired but not essential as training will be provided.
- Committed, selfless and displays ingenuity.
- Disciplined and proactive.
- Excellent time management and organisational skills.
- Physically fit enough to perform your duties.
- Excellent communication skills and a friendly and approachable manner.
- Good computer skills.
- Good standard of written and spoken English.
- Experience of working with members of the public, including providing excellent customer service. A customer-oriented approach is essential.
- Flexible approach and attitude.
- Smart and tidy appearance.
- Excellent communication skills, and a friendly and welcoming manner.
- Being able to professionally and politely provide visitors and staff with assistance and information.
- An interest in historic houses, museums, gardens, collections and exhibitions.

#### Terms & Conditions:

**Hours:** 42 hours per week on average over the year to be worked in a 12 hour rotational shift pattern in a combination of night and day shifts, seven days per week, 365 days per year. Subject to operational and training requirements, hours and rota patterns may be varied, in such circumstances, as much notice as practicable will be given.

**Holidays:** On appointment, full-time staff receive 33 days/247.5 hours a year inclusive of public holidays. The holiday entitlement will increase to 36 days/270 hours after three years and 37 days/277.5 hours after five years' continuous service; after 10 years' continuous service your holiday will increase to 39 days/292.5 hours.

**Salary:** Permanent position £18,500 per annum, rising to £19,000 after satisfactory completion of probationary period.

**Benefits:** Employer matched Pension Scheme up to 10%.  
National Trust staff discount card for you and your partner providing entry to Waddesdon Manor and other NT properties, 20% discount in NT catering and retail outlets and the Five Arrows Hotel and 10% off Rothschild wines.  
Free parking.

To apply, please send a current a CV and covering letter to [application@waddesdon.org.uk](mailto:application@waddesdon.org.uk)  
**Closing date for application is 11pm Friday 22nd March 2019**



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