



<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> November 2019
<b>Overall Purpose:</b> <p>The post of Security Officer will be responsible for maintaining the physical security of Waddesdon Manor and its estates. You will ensure that the company's policies and procedures are followed at all times and all issues are resolved in an effective and timely manner.</p> <p>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.</p> <p>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.</p>	
<b>Main Responsibilities:</b>  <b>Security Systems Monitoring</b> <ul style="list-style-type: none"><li>• To operate &amp; monitor CCTV, intruder alarm, video content analysis, item protection system plus duress alarm etc. and respond to all situations arising as such</li><li>• To make sure all security systems and equipment operate correctly and report any faults as and when needed</li><li>• To immediately deal with all security &amp; fire alarms in an efficient way</li></ul> <b>Physical Security</b> <ul style="list-style-type: none"><li>• To protect the Manor and Estates by carrying out lock and unlock procedures daily</li><li>• Provide physical security presence against theft and dishonest activities when required</li><li>• Be the initial point of contact between visitors and the Security Department</li><li>• To undertake regular patrols of the Estate</li><li>• To conduct daily and routine security tasks as directed by the SM or Security Supervisors</li></ul>	



- To manage daily operation of the access control system and the key management system
- To effectively communicate all relevant information to the SM
- To attend to and appropriately escalate a response to any incidents across the site
- To ensure all required documentation is completed to a high standard
- To report any maintenance issues to Facilities Department and the SM
- To liaise with external contractors and/or emergency services when their attendance is required

**Cash & Valuables in Transit:**

- To transport cash and/or valuables within the estate in a safe and secure manner

**Fire:**

- To operate & monitor the fire detection system and coordinate an appropriate response to fire alarms
- To ensure that all required checks and inspections are conducted & logged as per location's fire prevention plan
- To check system for faults on a daily basis
- To ensure fire extinguishers throughout the estate are correctly located and periodically serviced
- To undertake other responsibilities related to fire prevention and response like Fire Marshall Duties etc., when required.

**First Aid:**

- To coordinate an appropriate response to first-aid incidents across the area of responsibility
- Monitor the first aid supplies within all estate locations and notifying the relevant department when an order/top-up is required
- Complete the incident/accident reports as necessary
- Undertake First Aid Training as required

**Health & Safety:**

- To remedy and report any situation that represents a hazard and all incidents and accidents plus unsafe conditions are dealt with promptly and recorded accordingly
- Take responsibility for own H&S and that of others by following Health & Safety policies and guidelines



**General:**

The above list of duties is not conclusive and the post holder may be required to undertake other tasks & duties commensurate to the role and skill set of the applicant

**Attributes and experience required:**

As the Waddesdon Manor Security Officer, You will have;

- Full UK driving license
- Excellent time management and organisational skills
- Good communication skills and a friendly and approachable persona
- Reliability and commitment
- IT literacy and good computer skills
- A great deal of self-discipline and proactive attitude
- Good physical fitness to perform your duties well
- Good standard of written and spoken English
- Experience of working with members of the public providing excellent customer service with client-centered approach
- A can-do mind-set and high flexibility
- Smart and tidy appearance
- Friendly and welcoming personality
- An interest in historic houses, museums, gardens, collections and exhibitions

Ability to provide visitors and staff help, assistance and information in a professional manner even in challenging circumstances

**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 38 days/285 hours after five years' continuous service; after 10 years' continuous service your holiday will increase to 40 days/300 hours.



WADDESDON

**Salary:** Permanent position £20,000 per annum.

**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.  
10% off Rothschild wines.  
Free parking.

To apply please send your CV and covering letter to [application@waddesdon.org.uk](mailto:application@waddesdon.org.uk)

Closing date for applications 5pm Friday 22<sup>nd</sup> November