

# JOB DESCRIPTION

POSITION	Security Officer
REPORTS TO	Facilities Manager
DEPARTMENT	Facilities/Security
DIRECT REPORTS	No direct reports

## VISION, MISSION AND VALUES

### Our Vision

A Scotland where all people value science and technology to inform decision making, empower individuals and enrich lives.

### Our Mission

To be an essential bridge between citizens and science and technology. To inspire people of all ages to explore and understand the world around them, to discover and enjoy science and understand its relevance to their own lives.

### Our Values

Are at the heart of our business and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **We strive for excellence** to be the best we can be to make a positive impact on society.
- **We are inclusive** and want to make GSC a welcoming, respectful and supportive community for everybody.
- **We innovate** by being proactive, inquisitive and always ready to learn and improve.
- **We collaborate** to build relationships with our community to empower and support lifelong learning together.

## ROLE PURPOSE

To contribute to GSC's values; providing a safe, secure and supportive environment for all staff and visitors to the GSC site.

## KEY RESPONSIBILITIES

- To monitor security systems, including CCTV, intruder system and car park systems
- To respond to fire alarms in line with departmental process.
- To ensure that all security procedures are carried out safely and in accordance with the shift check list.
- To liaise with the Facilities Manager at the start of each shift to ensure awareness of all incidents past and present.
- To abide by all health and safety policies and procedures (including emergency procedures, e.g. facility evacuation and setting up the muster point).
- To complete reports to be submitted to GSC personnel, e.g. day shift/night shift log, and GSC incident reports.
- To prevent crime and incidents by vigilant monitoring of activities of both visitors and staff.
- To complete operational procedures according to instructions, including key sign out, permits to work, visitor log in and escorting staff.
- To ensure that all facilities are clear of staff and visitors at the end of each night.
- To maintain the service yard in a safe and tidy condition.
- To notify the management team of all incidents that involve major injury, require closure of any part of the facilities or pose a serious health and safety risk to visitors or staff.
- To assist public and staff as required.
- To implement the GSC Customer Service promise. Offer a fun, safe and welcoming environment to all customers.
- To provide an integrated, co-ordinated and professional level of service to our customers at point of contact.
- To work within the standards of the Glasgow Science Centre's health and safety policy.

- To carry out other reasonable duties/tasks as required, to deliver and meet the objectives of your team and Glasgow Science Centre.

**PERSON SPECIFICATION**

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Strong communication skills	X	
Previous experience of dealing with the public in a security position	X	
Experience of health and safety procedures and alarm systems		X
SIA Qualified		X
Driving License		X
Excellent customer service skills	X	
Able to work as part of a team and comfortable working alone	X	
Able to work to a 4 day/night shift pattern and provide holiday cover (28 days holidays per annum)	X	

**Personal Qualities**

- A high degree of commitment to GSC’s vision, mission and values
- A flexible approach to meet overall deadlines and needs of GSC, both within and out-with your own department.
- Able to work flexible days / hours (including Weekends / Bank holidays / Evenings).