**JOB DESCRIPTION**

## **Job Title:**

Operations & Security Officer

## **Reports to:**

Security Team Leader

**Hours:**

Various shifts available

**Hourly Rates:**

Day rate (7am-7pm) £12.07 per hour

Night rate (7pm-7am) £14.30 per hour

**Location:**

All Ironbridge Gorge Museum Trust sites

## **Function:**

To act as custodian of Museum property and provide a night-time security service for all Museum property and staff. To open-up and secure Museum sites, informing line / site management of any issues requiring attention. To set and deactivate alarm systems and respond to emergency calls as necessary.

To put our visitors at the heart of everything we do.

## **Duties include:**

* To check and secure all properties to ensure all windows, doors, gates, etc are properly secured, and set alarm systems as necessary
* In collaboration with system providers, ensure alarm systems are serviced, repaired and tested in a timely fashion to ensure continuous working order
* To collect and transport money, keys, post and other items as required, around the Museum sites / to the bank as necessary
* To maintain contact with the Security Team Leader or other key holders with the means provided
* To cover for colleagues during annual leave and sickness when required by the Security Team Leader
* To answer and attend to emergency calls whilst on duty
* To check properties for fire risk and take appropriate action to remove such risks; i.e. heating systems and movable heating appliances, other than those required for safety or conservation
* To deal with visitors, staff and corporate clients in a professional manner at all times, using the highest standards of customer service
* To wear the issued uniform in a smart and tidy manner
* To use company vehicles for Museum duties in a professional manner
* To comply with all Museum policies and procedures, using own initiative where required
* To undertake any other duties as reasonably required by the Security Team Leader or the Facilities Manager.

## **Person Specification:**

**Essential:**

* Honest, reliable and self-motivated
* Knowledge of Health & Safety and compliance requirements
* Flexible in approach to work
* Relevant qualifications, e.g. GCSE’s or equivalent
* Experience of security operations
* Experience of a customer service focused operation
* Excellent interpersonal and communication skills
* Ability to work as a team member
* Full driving licence and own vehicle.

**Desirable:**

* Experience of working in an outdoor visitor attraction.

Signed (postholder): …………………………… Printed: ……….………….. Dated: …………..….

Signed (manager): ……………………………… Printed: …………………….. Dated: …………..….

***This job description is subject to periodic review.***