

## **JOB DESCRIPTION**

**Job Title:** Site Security Operative (Day Duty)

**Job Family:** Facilities and Estates

**Job Ref:** F&E002

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### **Job Family Definition**

Roles within the Facilities & Estates job family are dedicated to the safe, strategic and operational management of Eden sites from the design and implementation of capital projects, through to the maintenance of buildings and equipment, and the provision of estate facilities which enhance visitor enjoyment.

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### **Role Purpose**

To maintain a safe and secure site and effectively deliver a safe, consistent, world class experience across all areas of the site, enhancing and protecting the Eden ethos and educational experience. The role supports on site incident management both as an initial scene response and control room management to include, monitors, records and supports other on-site incident management.

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### **Key Accountabilities**

1. Responsible for site security, to include locking and unlocking gates and buildings and mobile patrols. To respond to all fire alarms and other significant incidents supporting Duty Managers or taking responsibility to manage these until a more senior staff member assumes responsibility. To respond and appropriately react to any disruptive or aggressive behaviour by staff/visitors and general criminal activities.
2. Responsible for the operation of the Security Gate. Monitoring the fire systems, CCTV, environmental systems and other alarms in the control room ensuring a high level of operational knowledge and competence in the use of these systems. Maintaining a daily log/occurrence book and administering tightly controlled procedures involving vehicle bookings, key allocation, access to fuels and contractor passes. Ensuring the control room is prepared at all times for use as a command post in the event of any serious incidents and to assist with the initial management of incidents, specifically setting up the command post.
3. Proactively monitoring Eden's health and safety protocols, taking the necessary action to ensure that the site remains safe at all times, supporting and working with Health and Safety Officer and Duty Managers.
4. Safe and efficient escorting of emergency vehicles directly to incident locations.

5. Supporting Eden's traffic management policy, assisting with visitor car parking as well monitoring staff and business parking to include the issuing of vehicle passes where restricted access applies.
6. Flexibility to action other reasonable requests as delegated by a senior manager to assist the wider team achieve a world class visitor experience

### Demands of the Role

Education and Qualifications	The role holder is expected to have achieved a minimum level of education of GCSE (D-G) / Level 1 NVQ qualification and have reasonable literacy and numeracy skills with the ability to manage basic computer skills/use MS Office. The role holder will be SIA trained or willing to undertake this development. The role holder will also be required to hold a full UK driving license
Knowledge and Skills	The role holder should be experienced in working within a security role, including customer facing roles and using commercial fire alarm and similar monitoring systems. The role holder should also have experience or a comprehensive understanding of Health and Safety processes within a large organisation
Decision Making	Most decisions are routine in nature, drawing upon the role holder's existing knowledge and skill. Unusually complex or serious situations which fall outside of existing procedures are referred to a senior member of staff to address.
Resourcefulness	The role holder will mainly follow established processes but will occasionally need to be adaptive and creative to ensure processes continue to support business efficiency.
People and Asset Management	The role holder is responsible for security and safety of the whole Eden site in the absence of managers and administering some asset control (e.g. vehicles and fuel) on behalf of managers within agreed protocols.
Communication and Visitor Experience	The job holder is required to engage, communicate and interact with colleagues, visitors and external stakeholders mindful they are company representatives. The job holder is required to communicate both verbally and in writing.
Operational Environment	This role involves working in both indoor and outside environments together with office based duties. The job holder will be required to work at weekends and unsociable hours. The role regularly requires physical effort such as bending, lifting and other manual handling tasks, prolonged periods of standing and includes lone working. The role also requires regular driving of Eden's vehicles.
Additional Features	