



Role Profile

Security Officer (Multi-Storey)

Reference No.	I606.01	Type	Individual
Service	Housing Services		
Job Family	Technical	Grade	FC3

Purpose

Provide an overnight and occasional daytime security, cleaning and reception service for residents and assist visitors at the Swan and Memorial Court multi-storey flats in Methil.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Being the first point of contact for tenants, emergency services and visitors to the buildings and monitoring access.	Experience of dealing with customers face to face and on the telephone (Take Ownership – see How We Work Matters Framework)	✓	
Monitoring CCTV using surveillance equipment.	Basic IT skills (Embrace technology & information)		✓
Patrolling both buildings, car parks and associated land and carrying out visual checks on a regular basis.	Experience of undertaking inspections, audits and checks in line with service and Health and Safety procedures and processes (Deliver results)		✓
Ensuring the no-smoking ban is enforced in communal areas.			
Dealing with a potentially wide range of incidents and disturbances inside and outside the flats including awareness of fire and community safety issues. This will require the ability to assess the situation and take appropriate action by applying existing rules, procedures or instructions.	Communication Skills - Experience of recording and reporting on relevant systems either manually or electronically (Focus on customers)		✓

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Helping to achieve satisfactory outcomes for tenants and residents when dealing with a range of queries. This may include helping residents who report rubbish being left in communal areas			
Undertaking a handover with multi-storey caretakers at beginning and end of duty rota.	Experience of working within a team (Work together)		✓
Providing a cleaning service including bin change overs, brushing and mopping up spillages in communal areas, clearing mud, snow and ice.	Experience of cleaning duties		✓
Communicating with Housing Officers and managers with regards to tenant and resident's issues face to face, by telephone and email.			
Providing a key holder service, including locking relevant doors in communal areas.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Role Profile

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results