

*Job description and person specification*

**Deputy Head of Security**  
**Estates Department**  
**Security**  
**Permanent**  
**Professional and Technical Level 3**  
**Salary: £32,044 per annum**  
**Closing Date: 25 November 2011**

**Deputy Head of Security**

To support the Head of Security in delivering a comprehensive and efficient security service across all Museum sites. This will encompass liaising on a daily basis with the external provider of the security service in order to maintain compliance with sector standards and 'best practice'. The post-holder will ensure that the security resources determined but the Security Plan are deployed by the supplier, and that they are professionally competent to successfully conduct the assigned duties and maintain a safe and secure environment within the Museum. The post holder must also build relationships across all departments within the Museum, and provide professional security advice on operational matters to Heads of Departments and all staff within their organisations.

The post holder will deputise for the Head of Security in his/her absence.

**Requirements (*person specification*)**

*Applicants must demonstrate evidence of the detailed criteria outlined below to be considered for the post.*

**Knowledge and experience**

1. Experience of managing a security service, either as in house service or with an outsourced provider
2. Experience of working at an operational management level delivering a security service, ideally within a large high profile visitor attraction or similar environment
3. Proven experience of effective contract management; particularly within the security industry
4. Working knowledge of security systems, including CCTV and access control, and procedures to promote effective security operations for the protection of assets, people and data
5. Knowledge of CCTV Codes of Practice, Data Protection Act and British Standard 7499: Static site Guarding and Mobile Patrol Services
6. Proven experience in the security aspects of event planning, including planning for VIP visits
7. Proven experience of managing teams, and overseeing functions within a complex security Control Room
8. Excellent IT skills with working knowledge of MS Office applications including Word,, Excel, Outlook and PowerPoint
9. Proven experience of effective budget management
10. Knowledge of Fire Safety and Health and Safety procedures in the work place and those relevant to a Visitor Attraction
11. Knowledge of the Equality Act and its relevance to the Museum

## **Skills and competences**

12. An ability to undertake investigations and to employ analytical techniques
13. Excellent interpersonal skills with the ability to lead, influence and build effective relationships at all levels of the organisation and with external stakeholders
14. Excellent communication skills both written and verbal, with the ability to deliver/present information effectively to a diverse audience
15. Strong leadership skills with the ability to influence and motivate others
16. Project management skills, with the ability to influence and motivate others
17. Project management skills, with the ability to organise effectively in order to meet deadlines
18. Ability to understand and use Risk Management and Business Continuity procedures

## **Tasks and responsibilities (*job description*)**

### **Strategic outputs**

1. Assist the Head of Security in planning, developing and maintaining the Security Strategy, including the development and implementation of Security Policies, Procedures and Communication plans
2. Promote and support a security awareness culture within the Museum(s)
3. Prepare and measure Key Performance Indicators for all security operations to measure the performance of the outsourced security provider

### **Operational Outputs**

1. Hold daily meetings with the Security provider's Contract Manager and daily Duty Manager to ensure that the service is being delivered to plan each day. This includes the supply of the correct number of staff at each grade, and the provision of serviceable and appropriate equipment
2. Confirm the competency of the security provider's staff to carry out their duties and their familiarity with the layout of the Museum by reviewing staff training records on a monthly basis, and by approving the induction training programme for all new staff. The incumbent must also provide assurance to the Head of Security that the security staff are being provided from a pool of known staff, and the staff turn over rate is also to be investigated
3. Responsible for ensuring the Security Contract Manager is fully aware of all operational security procedures; carry out and chair effective briefings within own area of responsibilities and set up lines of communication. This includes compliance with the Museum's policies and procedures set out in the Museum's policy governing day to day working practices
4. Provide advice at the design stage of new projects, events and the ongoing input of security guidelines to Director's Keepers, Departmental Managers and staff as appropriate
5. Assume full responsibility for the Museum and its contents during those hours when the Head of Security is not present and initiate contingency plans and liaise with emergency services accordingly
6. Prepare and maintain security record systems using appropriate IT packages including Excel, Access and Project; ensure the Museum complies with all statutory and other regulatory requirements in regards to security matters, by keeping all appropriate records up to date at all times. This may include co-ordinating the completion of statistical returns as required
7. Act as the CCTV Data Manager for the Museum, and be able to score, copy and transfer data appropriately in support of any recognised requests for information, and in accordance with the Data Protection Act
8. Conduct internal auditing on the provision of the security service as set out in the security Key Performance Indicators, and as reported through Visitor Feedback. Compile the results into a dashboard
9. Assist in investigations into any fraud, loss, damage or other incidents affecting Museum property, specimens, visitors or staff
10. Liaise on a regular basis with Security Managers from other Museums, the Museum & Libraries Association Security Advisor, the Police and Security Service as appropriate
11. Work as an integral part of the Security Services Management team, assisting and standing in for the other members as necessary, acting on their behalf during periods of absence, undertaking sections of their duties as required
12. Ensure that the department is operational and staffed with both management and operational

staff on site 24 hours per day, 365 days per year. Organise and participate in an out of hours' emergency call out system as required

13. Support the Head of Security to look at ways of improving the Security Service to the Museum by questioning present methods and investigating collaborative working with partners and outside providers

#### **Other**

1. Demonstrate continuous personal and professional development by acquiring and refining appropriate skills
2. Monitor all relevant publications and websites to ensure that opportunities, requirements and deadlines are fulfilled
3. Undertake any other duties appropriate to the grade of post as determined by the Head of Security

#### **Other additional information**

**Department:** Estates

**Contract:** Permanent

**Pay Band:** Professional Technical Level 3

**Location:** South Kensington

**Hours:** 41 hours per week including a paid lunch break of 1 hour. The post holder will be required to work any 5 days in a given 7 day period (this would typically be Monday to Friday, but will include Saturdays and/or Sundays as necessary), and shift working may also be a requirement to meet business demands

#### **Eligibility**

This post is being advertised internally and externally at the same time. *At the Natural History Museum we value the diversity of our employees and the unique perspectives they bring to our business.*

#### **Application method**

Apply online before the closing date through the NHM website: [Vacancies at the Natural History Museum](http://www.nhm.ac.uk/jobs) ([www.nhm.ac.uk/jobs](http://www.nhm.ac.uk/jobs)). Complete the online application form and provide sufficient evidence to demonstrate how knowledge skills and experience meets the detailed criteria outlined in the job description. As part of the application form candidates need to complete the following questions;

*It is advisable that candidates prepare their answers to the questions in word document which can be transferred into the online application form.*

1. Provide specific examples from achievements, knowledge and experience or skills and competencies that demonstrate how you meet the requirements of the role which are enclosed and numbered above.
2. What attracted you to the role?
3. Is there anything else you wish to tell us, that you have not had the opportunity of doing elsewhere in this application form?

Candidates that wish to provide additional documents to support their application can email these to the named contact (general enquiries). Individual cover letters and CV's will not be considered but can be used to support completed online application forms.

**Closing date: Friday 25 November 2011**

#### **Selection and appointment**

Selection decisions are based on merit with candidates assessed against clear, objective criteria at each stage of the recruitment and selection process. All offers of employment made are conditional and subject to satisfactory completion of all pre-employment checks.

#### **Contact for general enquiries**

**HR general enquiries:** Gill Sandford 0207 942 5302, [g.sandford@nhm.ac.uk](mailto:g.sandford@nhm.ac.uk)

11 November 2011