

## Security Duty Shift Manager

### National Maritime Museum

The Duty Shift Manager is responsible for managing the Security Officers and for maintaining levels of security across the Museum sites. You will be required to oversee the day-to-day smooth running of the Control Room, ensuring that the Health and Safety policy is adhered to, and working to exemplary customer service standards.

This is a proactive position with responsibilities for staff performance and development. Candidates should be able to identify and implement security developments at operational level.

Reports to: Security Manager

Key Responsibilities:

#### Security provision

- To comply effectively with procedures to ensure proper co-ordination of the security requirements for the Museum estates and assets
- To operate all control room equipment and systems to support the Museum and to co-ordinate any patrol activity or incident response.
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- To ensure all security and H&S systems (such as CCTV, fire and intruder alarm systems, ISIS, traka,) are effectively controlled and monitored.
- To monitor the serviceability of all security related equipment, and ensure all defects are reported and actioned swiftly.
- Ensure that the sites are made secure as soon as practicable when museum staff are not in attendance to supervise buildings and artefacts.
- To coordinate individual bag, vehicle or document searches if directed to do so by a senior manager.

#### Leadership and Development

- To manage, motivate and develop the Security Officer team to ensure levels of security provision are of the highest standards, via a "hands on" management style.
- Identify the training and development needs of the Security Officer's and ensure that these are addressed through the staff development programme.
- To possess the skills to compile and deliver key competency training programme
- To assist with the recruitment of temporary and permanent staff.
- To ensure all staff are fully briefed as to the day's activities and that staff have access to all current information.
- To positively participate in staff performance reviews, staff reports, monitoring performance, dealing with disciplinary matters and keeping accurate records.

#### Delivery of Management requirements

- Ensure security of the galleries is maintained and monitored at all times and report any problems to the relevant Line Manager / Duty Gallery Manager accordingly.
- Ensure Security Officers carry out all daily checks and patrols and that the Museum meets current Health and Safety and house keeping standards and complies with NMM procedures.
- To ensure all Security, Health and Safety incidents are dealt with promptly, and that incident reporting procedures are implemented and monitored. To actively participate in incident investigations, complying full incident reports, as required
- To be fully conversant with Disaster and Evacuation plans, and in the event of an emergency, to support the emergency evacuation of the galleries and to provide control room support to the Senior Incident Officer as per the procedures outlined within the Emergency Manual - with a particular awareness of primary responsibilities whilst outside normal working office hours.

#### Administration processes

- To produce and maintain effective procedural guidelines for all activities within the designated areas, and to recommend improvements and changes whenever necessary to the Health & Safety and Security Manager in line with departmental objectives.
- To oversee routine security administration e.g. the issue of car passes, ID passes, contractors' maintenance of the incident book, record the issue of radio, disaster equipment etc.
- To ensure all staff records are kept up to date and monitored accordingly.
- Demonstrate competent IT skills with relevant experience of Microsoft Office suite.
- To ensure appropriate shift coverage - acting on, and reporting, coverage issues as appropriate.

#### Customer Care

- Ensure core responsibilities are delivered with a focused approach to customer care, and to ensure Security Officers execute their duties in the same manner, extending guidance, advice and assistance to the public.
- Demonstrate ability to positively react to visitor feedback.
- Ensure effective point of contact and communication liaison with local police, emergency services, contractors and other external agencies, as well on site event and duty managers.
- Provide routine 'First Aid at work' cover for staff and visitors, as required following appropriate training.

#### Additional Duties

- Smooth and efficient running of events outside of public opening.
- Any other duties as directed by the line manager

#### Qualifications and Experience:

##### Essential

- Previous experience of working in and managing teams within a Security environment.
- Evidence of practising and encouraging high standards of Security provision throughout previous employment.

- Proven management experience of a diverse team of staff.
- Knowledge and application of modern management practises.
- Competent IT skills – Microsoft Office Suite.
- Possess excellent interpersonal and communication skills
- Flexible approach to working in team situations
- Ability to deal confidently with emergency situations
- Reliable, responsible and trustworthy. A security vetting process will take place
- Enthusiasm to develop and motivate a large and diverse team of staff
- The ability to work under pressure, forward plan and meet deadlines.

Terms and Conditions:

Hours: 42 hours, working a shift pattern of 4 days on 4 days off, of 12 hours duration from 6.15am to 6.15pm and 6.15pm to 6.15am, including Bank Holidays and weekends.

In certain circumstances you are also required to work such additional hours as are necessary for the proper performance of your duties. These shift patterns may be changed with reasonable notice.

Salary: £21,000 - £26,000 per annum inclusive

For details of how to apply please visit our website [www.rmg.co.uk/jobs](http://www.rmg.co.uk/jobs)

**Location:**

Greenwich, London

**Category:**

Security

**Duration:**

**Type of Contract:**

Permanent

**Hours:**

Full Time

added: April 4, 2012

deadline: April 18, 2012

More information: <http://www.nmm.ac.uk/jobs>