

**AGENDA FOR CHANGE  
NHS JOB EVALUATION SCHEME**



**JOB DESCRIPTION**

**1. JOB IDENTIFICATION**

Job Title: Security Manager

Responsible to (insert job title): Facilities Manager Raigmore

Department(s): Facilities

Directorate: Estates, Facilities & Capital Planning

Operating Division: Corporate

Job Reference:

No of Job Holders: tbc

Last Update (insert date): December 2021

**2. JOB PURPOSE**

To fulfil the role of manager for the Security Services for NHS Highland, ensuring that all site premises are protected against theft and damage and a safe, secure environment is provided for Patients, Staff and Visitors.

The post holder will also manage and provide advice on car parking and traffic flow.

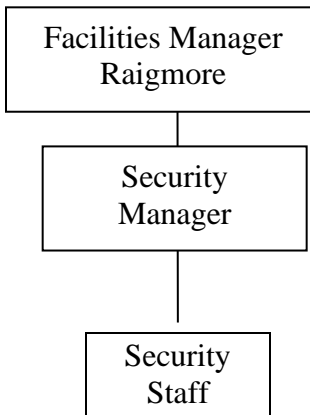
**3. DIMENSIONS**

The post holder manages Security at all NHS Highland premises.

Direct employed Security Staff.

The revenue budget

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

The Department provides an integrated 24 hour a day security service with NHS Highland, ensuring that the hospitals and other premises can provide healthcare in an environment free from the risk of crime, violence or disruption.

**The services include:**

- a) Identifying and minimising security risks
- b) Maintaining a capability for immediate response to calls for assistance
- c) Operating an identity badge system
- d) Designing and deliver crime prevention
- e) Investigating security incidents
- f) Operating and maintaining CCTV recording equipment
- g) Delivering training and induction and any other courses
- h) Working in partnership with Police, Highland Council and other agencies
- i) Conduction Crime Prevention Briefings and medical department security training
- j) Investigate formal complaints from the general public and staff alike
- k) Investigate recovery claims from staff and public
- l) Management of traffic flow and car parking

#### 6. KEY RESULT AREAS

- Manage the tactical deployment of the security staff and the equipment to ensure resources are targeted at the main areas of risk throughout NHS Highland.
- Conduct ongoing security reviews to identify weaknesses, developing policies and procedures to ensure a secure safe environment for patients, staff and visitors.
- Assist the police and other agencies in the investigation of crime, by providing CCTV recordings and any other information which can identify suspects and lead to the recovery of property.
- Work in close co-operation with the Estates Managers and CHP Managers.
- Participate in the Estates Datix risk management group to identify and minimise health and safety risks.

- Initiate regular communication and dialogue with other agencies and organisations to obtain the best advices on crime prevention and reduction.
- Organise and chair the Hospital Watch meetings to identify local security issues and ensure that these issues are quickly addressed.
- Manage Car parking and traffic flow throughout NHS Highland and develop initiatives that can improve travel to and from the various hospital sites and ensure the free movement and unhindered access for Emergency Service vehicles.
- Continually appraise Intruder Alarm and CCTV systems to ensure that they are well maintained and are providing maximum coverage to vulnerable property.
- Administer personnel policies and procedures in respect of discipline, training, sickness, grievances and recruitment to ensure fairness and equality to all staff.
- Play a leading role in NHS Highland Zero Tolerance initiative so that staff, visitors and patients are made aware of the types of behaviour deemed unacceptable within the Health Service.
- Produce an Annual Security Report for the Executive Team which highlights statistically the work of the Department over the year, numbers and types of incidents dealt with and recommendations for developments.
- Play a leading role in NHS Highland Lone working policy group to ensure policies and produced to enhance the safety of staff required to work in isolation.
- Co-ordinating Emergency Evacuation procedures so that areas can be evacuated quickly in the event of fire or other serious situations.
- Co-ordinate security measures in the event of a major incident as part of Emergency planning procedures.
- Managing teams of security officers based at the major hospital sites within the NHS Highland looking at individual security needs whilst investigating ongoing difficulties.
- Responsible out of hour's general security and investigations.
- Responsible for all security matters linked to staff accommodation off site.
- Investigate complaints and insurance claims from staff and public.
- Conduct in house and statutory training events.
- To carry out police\security clinics on the hospital sites, raising security awareness and crime prevention to staff group.
- Responsible for overseeing contractual equipment arrangements, for the testing of alarms and control of access cards to departments.
- To advise users on security equipment and oversee on their behalf, installation and commissioning.
- To prepare, issue and evaluate tenders for the provision of security services within the department's budget.
- To keep up to date with the best practice and government guidelines in all aspects of security,
- Responsible for the control assurance for security, working towards full compliance.

## **7a. EQUIPMENT AND MACHINERY**

### **Technical applications as follows:**

- BM5000 badge maker,
- Wintex access control,
- E-mail,
- The computerised MORSEMAN security system.
- CCTV recording/monitoring and CD production

- Internal communication systems and radio network operations
- Fire Alarm system swipe
- Barrier car access control system

## **7b. SYSTEMS**

- Operating a complex computer based security identification system and the production of ID cards with addition of swipe access. Other systems
- Radio communication
- Wintex access control
- Digital Camera operation and retrieval system
- Mobile phone network
- Internal phone system
- Pager
- Computer for word processing, spreadsheets and presentations

### **Production of Manual records such as:**

- Training records
- Leave records
- Sickness records
- Personnel records
- Disciplinary/Investigation records
- Time sheets and Wage returns
- Minutes of project meetings
- Project work records
- Security updates for onward dissemination
- Producing business reports for ongoing projects
- Introducing parking restrictions and traffic flow assessments and reports
- Generating information for press release
- Maintaining accurate incident and investigation reports for the Managers
- Maintaining equipment registers
- The ordering, purchasing and distribution of uniform whilst keeping within uniform budget.

## **8. ASSIGNMENT AND REVIEW OF WORK**

All day to day work is self-generated, as a result of the continual analysis of the service provided, so that high levels of quality and standards are maintained. The post holder continually assesses and adjusts existing procedures and performance to ensure that resources are properly targeted and used efficiently.

Long term plans and strategy are discussed with the Facilities Manager Raigmore or delegated deputy and approved before implementation.

The post holder's work is reviewed regularly by the Facilities Manager Raigmore or delegated deputy, through meetings and reports on all security service matters. On critical corporate issues the post holder can report to the Director of Operations.

## **9. DECISIONS AND JUDGEMENTS**

The post holder works with a high degree of autonomy on a daily basis and reacts and assesses situations, resulting in precise decisions being made which fall within current strategies, policy and procedures.

Decisions, when made, are based on fact, experience and good judgement and are essential to ensure that the department promotes good practice in all security matters.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Co-ordinating all security efforts across the major hospitals whilst providing additional security services to premises across Highland wide geographical area.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

### **Internally**

- The chief executive, various matters be it security or hospital policy
- All Directorate Managers, personal briefing about incidents and or difficulties suffered by the security department.
- Estates Service Manager on all sites, looking at security matters in general, car parking budget and tasks observations and concerns. Future security needs.
- All department managers who need guidance in security matters
- NHS staff when a complaint has been raised or concerns about security/parking arrangements
- Cashier, escorts service to and from the bank
- Shop staff and perceived threat level
- Café staff and their perceived threat level
- Domestic supervisors and portering managers regarding breaches in security and operational procedures
- Security staff meetings to discuss matters of concern, training issues, course, general health, equipment, procedures, leave sickness, annual leave, general security practices

- Legal department, re legal matters and investigations
- Catering department, theft investigations and ongoing security review
- Nursing and medical staff on all sites
- Emergency planning officer, examining procedures and strategy and the use of security

#### **Externally**

- Police, Fire and Prison Service, looking at procedures and security related incidents
- Community Police team, running a police and security clinic on site for staff, patients and visitors to the hospital
- Security company engineers when new installations and installed
- The general public /patients, when they need clarification or wish to make a formal complaint be it verbally or by report
- Security companies supplying training facilities
- Council departments looking at traffic flow and parking
- Stage coach bus company, looking at H&S when on site
- Delivery companies, supplying the hospital, reacting to concerns raised by them
- Traffic wardens and illegal parking on site
- External security company's providing additional manpower when required to do so

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

Dealing with various forms of communication has a physical and mental effect when attempting to dealing with a number of issues all at the same time.

The ability to compile accurate reports to the executive team and also to the courts on criminal matters

Communicating and briefing large groups of NHS staff on a weekly basis controlling all security projects across Highland sites is mentally demanding due to the nature of the problems encountered which are constant and varied.

Supporting staff in internal complaint procedure which is mentally and emotionally demanding

Dealing with abusive patients and visitors to the hospital.

Dealing with internal staff on staff complaints which are mentally demanding.

## **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

### **Minimum required for the job**

#### Qualifications

- A higher nation or equivalent in management
- An appropriate Security Managers Certificate
- Comprehensive training in current digital security systems
- Appropriate training qualification

#### Experience

- An experienced investigator with a good working knowledge of the law
- Experience in project management
- Experience of working with small operational departments
- Experienced in dealing with violent and abusive offenders
- Experience in staff training

#### **14. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each job holder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: