



Job Description and Person Specification

Job Description

Job Title	Bank Security Officer
Band	Band 3
Hours	Ad-Hoc
Department	Security
Division	Facilities and Estates
Location / Hospital Site	Royal Sussex County & Princess Royal Hospitals
Responsible to	Group Head of Security, Security Operational Manager
Accountable to	Group Head of Security, Security Operational Manager, Security Supervisors, Security Team Leaders
DBS Level	Enhanced with Barred List(s) DBS Check
BDS Barred	Children Only
DBS Workforce	Child, Adult and Other

Role Summary

Supporting the Security Operational Manager in the delivery of a robust cost effective Security Service to the Trust, including the Royal Alexandra Children's Hospital where an Enhanced DBS would be required.

This will include:

- Protecting Staff, Patients and visitors from acts of violence and abuse and ensuring wherever possible evidence is gathered and preserved to secure conviction of offenders.
- Undertake high profile patrols of all areas of the Trust Estate to deter & detect criminal activity directed against the Trust, its staff, patients and other assets.
- Undertaking initial investigation of thefts and other security incidents across the Trust and providing crime prevention & remedial security advice to victims of crime and ward/department Managers.
- To establish and maintain positive working relationships with police and criminal justice services.
- The Post holder has Freedom to act and provide advice and guidance commensurate with their role and experience without recourse to senior colleagues, including communication with external stakeholders.

Key Working Relationships

The post holder's key relationships will be with but are not exclusive too:

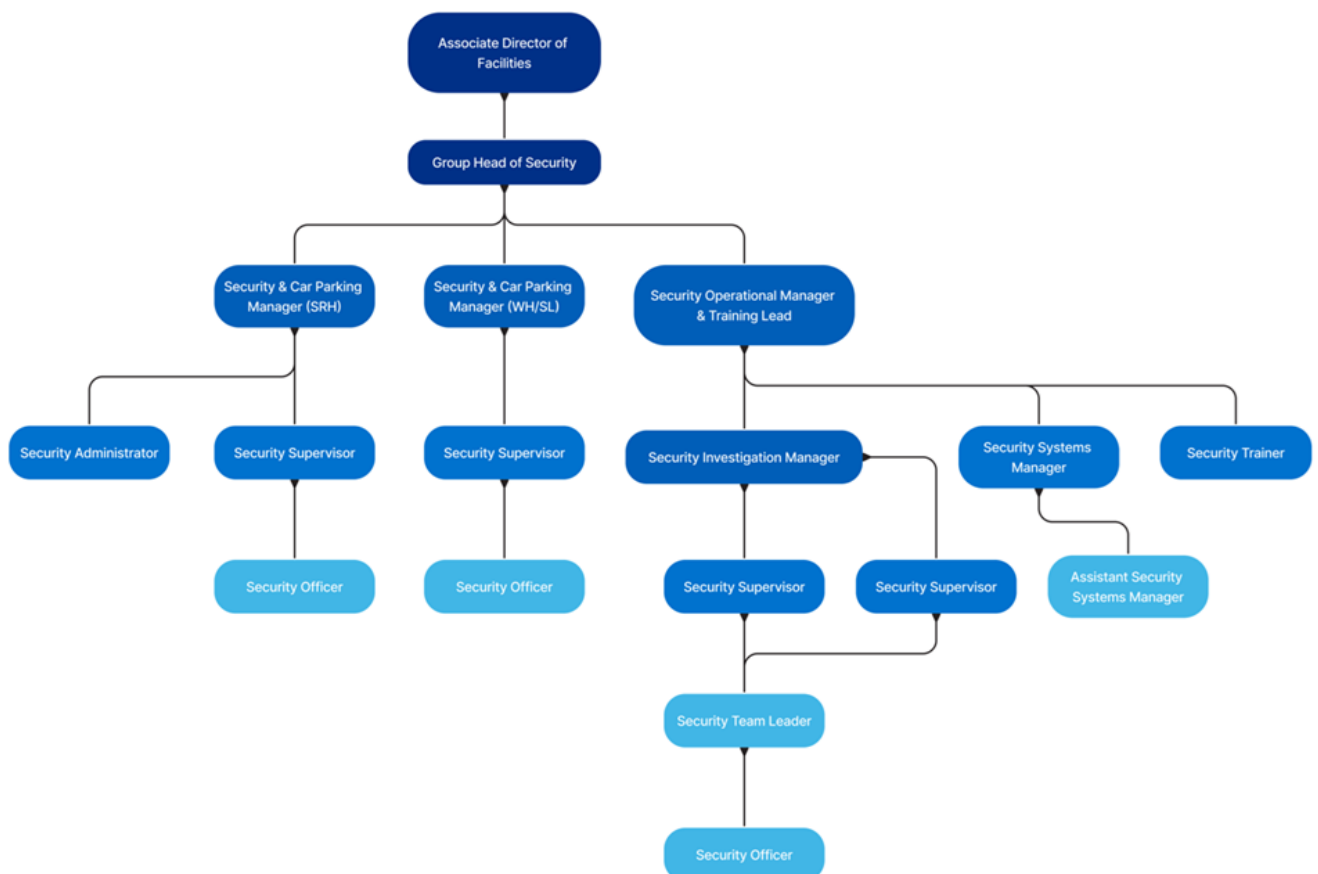
Internal:

Trust Head of Security, Security Operational Manager, Security Systems Manager, Security Supervisors, Security Team Leaders, Clinical Site Managers, Clinical staff in in-patient and community services (including Nurses, AHP's & Medical Staff), Estates & Facilities Managers, Fire & Health & Safety Advisors, Learning & Development Dept., Mental Health Team, Hospital Social Work Team. Estates & Facilities Admin Manager, Cashiers, Complaints Dept. Staff, Medico-Legal Staff


External:

Sussex Police Officers, Soft FM & other contract providers staff. Brighton College Security Staff, Patients, visitors.

Structure Chart



Main Duties and Responsibilities

- Respond to and protect Staff, Patients and Visitors from acts of violence and abuse.
 - Protect Trust property from crime and criminal activity.
 - Work with the Security Supervisors to gather information regarding incidents including criminal cases and assist in ensuring they progressed appropriately, including attendance at Court where required.
 - Ensure Security incidents are investigated and reported in accordance with Trust Policy & Security Dept. procedures.
 - Deal sensitively and in an empathetic manner with staff, visitors & patients who present with complex and highly emotive issues as a result of the wider impact of crime including violence and physical assaults.
 - Strictly adhere to the Directorate dress code and wear the appropriate PPE for the duties being carried out
 - Ensure Trust confidentiality and Data Protection is maintained.
 - Ensure all information remains confidential in regard to security & criminal investigations.
 - Support the management of the day to day arrangements for Traffic management & car parking facilities in order to maximise the availability of parking facilities for patients, visitors & staff.
 - When on mobile patrol maintain regular radio communication with the Security Control Rm.
 - Maintain detailed, accurate and timely records on all incidents and activities using computer based systems.
 - Follow Trust, Directorate and Departmental policies and procedures for booking annual leave, changes to rota and sickness reporting.
 - Attend staff briefings and keep fully updated with matters affecting the Trust, Directorate and Department by regular reference to bulletins, notices, emails, etc. which are displayed on all staff communication notice boards.
 - Assist with the production of ID badges and security/traffic access cards.
 - Assist with the issue of keys to staff.
 - Act at all times to strengthen the professional status of Security Services within
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the Trust.

- Post holder to have a Category B Manual Driving License to enable them to undertake cross site working and other duties


Communication

- Deal with sensitive issues and empathetically support staff with complex and highly emotive issues as a result of the wider impact of violent physical assaults.
- Provide and receive confidential information relating to the care of patients, workforce issues and political imperatives.
- Ensure all relevant incident information is logged, recorded and handed over before end of shift.
- Officers employed at PRH to advise and brief both Team leader and Security control room at RSCH of incidents and on-going events at first opportunity.
- Understand and utilise ICT to its full potential both personally and within the department
- Employees must adhere to the Trust's Policy and Procedure for Raising Issues of Concern regarding patient matters, health and safety, corruption, negligence and safeguarding.
- Advise and offer guidance regarding the appropriate safer actions of staff in relation to individual patients in clinical areas, in particular when undertaking Enhanced Security Specials "Bedwatch" duties.
 - Support clinical staff who have been physically assaulted in the working environment.
 - Advise clinical staff in regard to procedure for illegal property found on or in patient's possession

Service Delivery and Improvement

- To adhere to all Trust policies and procedures.

People Management and Development

- Demonstrate a commitment to improve skill levels and knowledge by participation in appropriate training and learning opportunities.
 - Attend mandatory & statutory training and any/all relevant education, training and study days as required.
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- Devise and implement a personal development plan and participate in relevant study days.
- Responsible for maintaining own professional development including being aware of new developments within the sphere of the role.
- Carry out any other reasonable duties commensurate with the role and delegated or requested by the manager or supervisor, as the needs of the service require.
- The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.
- Guide and direct team members with less experience at incidents.

Patient Care Delivery

As an employee of this Trust you may gain privileged knowledge of a confidential nature relating to diagnosis and treatment of patients, personal matters concerning staff or patients, commercial confidences of third parties, and the Trust's business affairs. Such information should not be divulged or passed to any unauthorised persons. All staff must abide by the requirements of the Trust's Code of Conduct for Employees in Respect of Confidentiality. Failure to comply with this requirement may constitute gross misconduct under the Trust's Disciplinary Policy which may lead to summary dismissal.

Post holders have both a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

All post holders have a personal obligation to act to reduce Healthcare Associated Infections (HCAIs) and must attend mandatory training in infection prevention and control. Post holders must comply with the Trust's Infection Control Policies as they apply to their duties, including the Hand Decontamination Policy, Dress Code and Personal Protective Equipment Policy.

Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager



- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

‘excellent care every time’

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
 - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality



- The patient being at the heart of every element of change
- Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
- Continuous improvement of our services through small steps of change
- Constantly testing the patient pathway to see how we can develop
- Encouraging frontline staff to lead the redesign processes
- Equal voices for all
- Engagement of staff is a big factor in job performance.
- Good engagement leads to improved quality, mortality and safety measures

Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective."

All staff have a duty to report any behaviours which contravene this to their managers.

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Workplace and Environmental Factors

Physical	Occasional strenuous physical effort
Emotional	Deal with sensitive issues and empathetically support staff with complex and highly emotive issues as a result of the wider impact of violent physical assaults. Provide and receive highly complex and highly sensitive information relating to the care of patients, workforce issues and political imperatives relating to the security & safety of patients & staff
Mental	Produce high quality work to tight deadlines over extended periods of time, requiring mental resilience

Working Conditions

The post holder will be required to work some unsociable hours and in all Trust locations to support and advise staff. This will include the requirement to work outside in inclement weather on occasion

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Professional Registration		Application form (AF) Selection interview (I) Assessment (A)	SIA Door Supervisor License	(AF) (I)
Experience/ Qualifications			English, Math and recognised Conflict Resolution Training or relevant experience. Experience in operating security systems. Knowledge of basic criminal law and the UK Legal System. Experience of the prevention & management of violence in clinical environments.	(AF) (I)
Skills	Evidence of having undertaken own development to improve understanding of equalities issues. (I)		Able to develop, adapt and manage operational plans for planned & unplanned activity including emergency situations. Able to rapidly analyse information from a variety of sources and come to a logical conclusion and develop a course of action.	(AF) (I)

People Management and Development	Demonstrable experience in communicating complex or contentious information to staff, Patients and Visitors at all levels both internally and externally	(AF) (I) (A)		
Equality, Diversity, and Inclusion	Demonstrate an understanding of the importance of EDI within a Healthcare setting Evidence of having championed diversity in previous roles (as appropriate to role).(I)	(I)		
Specific Requirements	Full Category B Manual Driving License	(AF)		
Freedom to Act			Provide advice and guidance without recourse to senior colleagues, including communication with external organisations	(AF) (I)

