

DESCRIPTION	
Job Title:	Security & Portering Lead
Department:	Facilities Management
Division:	Corporate Services
Salary Band:	Band 5
Accountable To:	Head of Security and Portering
Hours per week:	37.5
Location:	RHCH but able to travel Trust wide as directed
JOB SUMMARY	
<p>The post holder will support the development, supervision and delivery of facilities management services at the Trust. As a member of the Facilities management team the post holder will be required to support the facilities management business plan through operational delivery of security and portering services and assist the Head of Security and Portering to enable them to deliver the strategic direction.</p> <p>The post holder will assist the Head of Security & Portering, to modernise and motivate the facilities workforce effectively in order to deliver business plans and support the organisation. The Portering and Security Lead will support the strategic and operational policies that provide a safe and secure healthcare environment, excellent support to core business functions and a responsive service with an emphasis on customer care.</p> <p>They will ensure the Trust achieves compliance with its legal requirements in relation to CCTV and security matters as deemed necessary by the Head of Security & Portering and provide operational advice on how to improve security awareness and systems at all trust properties.</p>	
KEY RESULT AREAS/RESPONSIBILITIES	
<p>The post holder will be accountable to the Head of Security & Portering for the effective day-to-day management and delivery of a range of site wide key services within security and portering:</p> <ul style="list-style-type: none"> • Provide security and Portering advice within the Trust to staff to ensure the Trust meets its statutory obligations in respect to Security management and Portering standards. • To ensure resourcing levels are maintained, supporting patient focused delivery, and reducing risk to the Trust. • Support the Trust objective to reduce and address violence and aggression against staff in accordance with national frameworks. • Provide help, advice, feedback, and support to victims (staff and patients) in recording and reporting incidents of violence and aggression internally and externally (Op Cavell – Police) • Review security and portering incidents in a fair, objective, and professional manner enabling learning to be delivered, or passed through the management chain for appropriate sanctions and consideration of preventative actions can be taken. • To respond to and where necessary investigate incident reports received through the Trust incident management tool (Datix) • Develop, maintain and review Business Continuity arrangements for security and Portering services. • To review incidents which have required the use of restraint by security and/or Portering staff to 	

manage an incident.

- To support the maintenance and development of the Trusts security systems (CCTV and Access Control), including liaison with contractors responsible for delivery.
- To ensure Standard Operating Procedures (SOPs) are created, reviewed and maintained in line with Trust policy.
- Ensure staff remain in date with all training requirements.
- Maintain channels of communication with staff, to include 1-2-1s and Team meetings to ensure staff are fully engaged.
- Manage recruiting and probationary reviews to ensure resources are maintained and operating at the highest levels.
- Support NHS local counter fraud specialists on incidents requiring joint working.
- Provide advice to departments on physical security measures that may be employed to improve the security of that Department.

Within areas of responsibility, support the Trust in achieving any required CQC standards and the requirements of any other governance arrangements that may be in place from time to time.

Undertake other projects, or other duties and responsibilities as may be required by the Facilities Operations Services Manager or the Head of Security & Portering.

CUSTOMER CARE FOR PATIENTS AND/OR SERVICE USERS

- Deal with complaints and attend incidents to ensure the safety of staff, patients and visitors
- Support Trust staff to deliver patient focused outcomes

COMMUNICATION

The post holder will be a key member of the Facilities Management team working closely with the Head of Security & Portering.

To be successful, the post holder will also need to develop and maintain effective working relationships with a range of individuals and groups both within and external to the Trust.

This is especially the case with local police and counter fraud teams.

PLANNING AND ORGANISATION

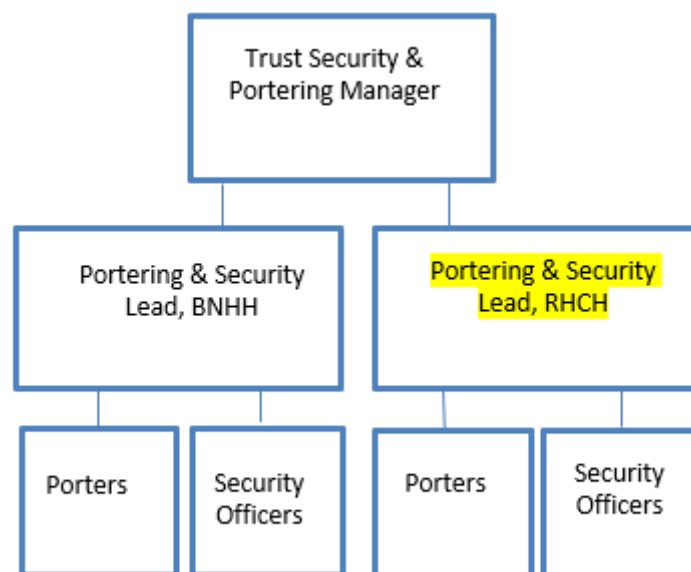
- Responsible for the day-to-day delivery of the Trust's security and portering services. This ensures that the service is delivered to agreed standards and that incident recording and reporting is maintained in line with standard operating procedures.
- Working with the Head of Security and Portering to ensure that the services they have day-to-day responsibility for are delivered in a cohesive manner as part of the overall FM service
- Abide by Trust policies including standing financial instructions, governance, codes and practices and health & safety policies.
- Review services and staff rosters to ensure optimum use of resources

BUDGETARY AND RESOURCE MANAGEMENT

- To be responsible for day-to-day management and resourcing and resolving any operational issues for areas of responsibility.
- Monitor budgets for areas of responsibility

STAFF MANAGEMENT <ul style="list-style-type: none"> To be responsible for the effective recruitment, induction, management and development of staff within the security and portering services
TEACHING, TRAINING AND RESEARCH RESPONSIBILITIES <ul style="list-style-type: none"> Train and maintain records for all staff in line with the Trust procedures and policies ensuring that all staff receives both relevant mandatory and FM specific training to enable them to fulfil their role.
TRUST VALUES <p>Our values help us in what we do and how we do it. It is important that you understand and use these values throughout your employment with the Trust to define and develop our culture.</p> <p>The post holder will be:-</p> <ul style="list-style-type: none"> Compassionate, caring about our patients. Accountable and responsible, always looking to improve. Respectful for all and show integrity in everything. Encouraging and challenging each other to always do our best.
ADDITIONAL INFORMATION <p>This job description is designed to assist post holders with understanding what is expected of them in their role. Hampshire hospitals NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.</p> <p>The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.</p> <p>All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.</p> <p>Appendix A to this Job Description and Person Specification details key information you should be aware of.</p>

ORGANISATION STRUCTURE



PERSON SPECIFICATION	
Job Title: Security & Portering Lead	
Training & Qualifications	
Essential	Desirable
<p>Good Level of Education to A-Level or Equivalent</p> <p>Operational understanding of Security Management</p> <p>Knowledge of CCTV (ICO 12 guiding principles) and security systems</p> <p>Full Driving Licence</p>	<p>Breakaway and conflict resolution training</p> <p>Health and Safety qualification</p> <p>Specialist security management training or experience.</p> <p>Accredited in relevant training qualifications to support the service area</p>
Experience & Knowledge	
Essential	Desirable
<p>Experience of supervising multidisciplinary teams</p> <p>Experience of developing, implementing, and reviewing procedures</p> <p>Able to deliver to a targeted financial budget/plan</p>	<p>Evidence of adapting to operational changes</p> <p>3 years' experience working in the NHS or a public sector organisation</p>
Skills & Ability	
Essential	Desirable
<p>Ability to manage a large team</p> <p>Ability to communicate clearly and effectively at all levels of staff groups within the Trust structures.</p> <p>Evidence of motivating and developing a large team</p> <p>Ability to learn and develop new skills</p> <p>Experience in use of Microsoft Office applications</p> <p>Evidence of multi-task and prioritisation of workload</p>	<p>Demonstrate performing under pressure</p>
Other Specific Requirements	
Essential	Desirable
<p>Knowledge of legislation and procedures effecting the operation of the services</p> <p>High standards of integrity and discretion</p> <p>Pro-active and positive with a 'can do' attitude and approach</p>	

Post holders signature: Date:

Managers' signature: Date:

APPENDIX A

ADDITIONAL INFORMATION APPLICABLE TO ALL POSTS
<p>Confidentiality During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use such information as appropriate to carry out their normal duties.</p> <p>Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal.</p> <p>These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after the termination of employment.</p> <p>Equality and Diversity The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.</p> <p>The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.</p> <p>Quality & Safety Patient, service/facility user and staff safety is paramount at Hampshire Hospitals NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. To ensure the practice of self and others is at all times compliant with both the safeguarding children's policy and guidance and vulnerable adult's policy.</p> <p>The post holder should be aware of current health and safety policies of the Trust. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.</p> <p>Vetting & Barring Scheme The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.</p> <p>It is a criminal offense for someone Barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone Barred from working with vulnerable adults or children are liable for prosecution.</p> <p>Infection Control To ensure the practice of self and others is at all times compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment.</p> <p>Governance and Risk Adhere to all Trust policies, procedures and guidelines. Follow professional and managerial codes of</p>

conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory 'duty of candour'. This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Safeguarding

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults and children are safeguarded from abuse and neglect within the provisions of the Trust's Policies.

Training & Personal Development – Continuous Professional Development

There is a requirement for all Trust Employees to take part in the annual appraisal process; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students / trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.