
Westminster Abbey



Security Supervisor

Job description and person specification



Job description

JOB TITLE: Senior Security Beadle

DEPARTMENT: Security

POST REPORTS TO: Deputy Head of Security

KEY RELATIONSHIPS **Internal:** Head of Security, The Dean and Chapter, HR, and all other Abbey staff, worshippers, visitors, residents, and members of the public.

External: Police and other emergency services when appropriate, and businesses/stakeholders within Abbey Precincts.

JOB SUMMARY: Working in a team usually with rotational shift partners to ensure the safety and security of the Abbey site for visitors, worshippers and residents on a 24-hour basis.

BACKGROUND: Westminster Abbey is both a place of daily worship, and is one of the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and lively community work at the Abbey, comprising approximately 300 employees and a greater number of volunteers.

MAIN DUTIES AND RESPONSIBILITIES:

1. Carry out the key operational tasks of the Deputy Head of Security during nights, weekends and other periods of the Deputy Head of Security's absence, including supervision across the shift, and providing a point of contact in case of an emergency.
2. Supervise and support the duty team to maintain the security of the Abbey and its precincts, as well as the security and safety of the staff, residents, visitors and worshippers, in accordance with, and conforming to, current Security SOPs. This entails supervising specific security duties of access control, foot patrolling, gate and barrier/bollard duty, locking/opening up, daily monitoring of alarm and CCTV systems, searching visitors and premises, deterring retail theft, and controlling parking arrangements, and escorting cash transit, within the Abbey precincts. This is not an exhaustive list of tasks, and Senior Beadles may be required to attend to other security duties, depending on the situation, or as directed by security management.
3. Assess, and take initial control of, incidents, and summon relevant emergency services where there is danger to persons or property or when deemed necessary. Provide liaison and assistance to any emergency responders, and follow Critical Incident Procedures.

4. Carry out general observation to maintain an overall awareness of the site, and deal with incidents and suspicious occurrences throughout all areas of the Abbey precincts, including the provision of 24-hour security to Abbey residents and those at the boarding preparatory Choir School.
5. Comply with all Standard Operational Procedures concerning the safety and security (including Fire Safety and Emergency Evacuation) of the Abbey site.
6. Be responsible for oversight of fire safety on a shift basis, liaising with fire contract companies if required, ensuring that a weekly check of the fire alarm system is conducted, and escalating any matters to the Deputy Head of Security, or Head of Security.
7. Initiate/supervise the evacuation/lock-down of the Abbey precincts in an emergency or, when the evacuation/lock-down is being conducted by security management, or the Receiver General, assisting as directed or pre-planned. Assist with delivering related training and regular exercising, and ensure that Hostile Vehicle Mitigation at the South Gate is fully checked weekly, and logged, with any defects reported.
8. Communicate critical information as appropriate to management, clergy, staff, and residents, including sending authorised, templated, incident messages on the Abbey Alert system. Cascade relevant information to neighbouring venues and organisations as agreed.
9. Supervise and support the onsite Security Beadles, acting as the initial point of contact for all enquiries arising, and on-site management as follows:
 - a. Handling employee absence communication, including dealing with absence notification from Security Beadles, notifying relevant colleagues and taking appropriate steps to ensure there is adequate security cover at all times.
 - b. Approval of all holiday requests and entering holiday details onto the HR database received whilst on duty.
 - c. Following the sickness absence of Security Beadles, facilitate return to work meetings on first day of return, complete relevant documentation and submit to HR as required.
 - d. Involvement in mentoring as required, together with appraisal, performance management, and motivation, of direct reports.
10. Involvement in other staffing and supervisory responsibilities, including recruitment processes, and basic investigations, as required.
11. Provide a daily briefing to the on-site Security Beadles, and debrief to the Deputy Head of Security or, in their absence, Head of Security, as required. Add updates to the Daily Running Order, if the Security Coordinator is not on site, and ensure that written handovers are provided for the oncoming Senior Beadle.

12. Leading by example to uphold appropriate conduct and demeanour, ensuring team are correctly dressed in issued Abbey uniform as directed, and maintaining the standards of Security Beadles' professional presentation at all times, including Personal Protective Equipment (PPE) provided in accordance with health and safety regulations.
13. Carry out any other reasonable tasks as may be instructed by the Deputy Head of Security, or Head of Security, including a specified portfolio of responsibilities, e.g. training and forward duty planning.

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires an enhanced level criminal record check.

Person specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

Essential Criteria

Qualifications (*Application Form/Interview*)

1. A security qualification, minimum of BTEC Level 3 in Security Management, or relevant equivalent, such as police/military.
2. Requirement to undertake an *enhanced* DBS check.

Skills/Aptitudes/Knowledge (*Interview*)

3. Excellent verbal communication skills – to be persuasive, firmly polite, and able to deal with critical incidents under pressure in a calm nature when required.
4. Demonstrate ability to act decisively and intelligently, on own initiative when required, and to command and control potentially challenging situations.
5. Ability to manage accredited parking, and prevent vehicle congestion, within the estate.
6. Ability to work alone at heights, including the supervision and implementation of flag hoisting, whilst ensuring compliance with relevant H&S regulations.
7. Demonstrable basic numeracy skills in order to process timesheets, overtime and other expense claims.

Experience (*Application Form*)

8. Experience of identifying unusual or suspicious behaviour, or potential threats, and taking appropriate action to mitigate them.
9. Experience of responding to visitor/customer engagements, dealing with first line complaints, compliments, queries, and requests in a professional, and timely, manner, and also liaising with senior members of staff from other departments when required.
10. Experience of security team supervision, including private, police and/or military (unless promoted internally with proven aptitude for supervision), able to appropriately delegate tasks and deal with team issues in a decisive manner, as they arise.
11. Experience of escalating issues to management, or other departments, as appropriate, ensuring that the seriousness of all situations is fully conveyed and understood, and that any ensuing directive is carried out appropriately.
12. Experience of working effectively as a member of a team.

Personal Attributes and Circumstances (*Interview/Assessment*)

13. Demonstrates integrity, reliability, trustworthiness, and sound judgement.
14. Vigilant and fully aware of situations and surroundings.
15. Effective use of written communication skills to produce clear, concise and factual security incident reports and other relevant managerial documentation.
16. Aware of, and sensitive to, issues relating to sustainability, and providing a security service, within the ethos of a church environment.
17. Commitment to the Abbey values, particularly as they relate to the supervision of staff.
18. Able to stand, and walk, for long periods, including outside in all weathers, with the provision of appropriate uniform clothing.

19. Able to work a variety of shifts, including regular nights, weekends and bank holidays, to provide supervisory cover and facilitate regular dialogue with direct reports and wider team of security staff.
20. Willingness to undertake Continuous Professional Development and contribute to the learning and development of others within the team.

Desirable Criteria (Application Form/Interview)

21. Hold a SIA Door Supervisor, and/or CCTV, Licence.
22. Hold a valid Emergency First Aid and/or Mental Health qualification.
23. Speak a second language.
24. Previous experience of entering data on to databases, e.g. staff holiday and sickness absence, with effective use of Microsoft Word, Excel and Outlook systems.
25. Previous experience as control room supervisor.

This Job Profile will be kept under review and may be amended by the Dean & Chapter from time to time. Any proposed changes will be discussed with the post holder.

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