



December 2016

JOB DESCRIPTION

TITLE:	Bank Site Officer
ACCOUNTABLE TO:	Family Mentoring Manager
TEAM	Family Mentoring Department

Safeguarding

Save the Family requires all of its employees to abide by its policies on safeguarding and promoting the welfare of vulnerable children and adults. An Enhanced Disclosure and Barring Services (DBS) (Previously known as CRB) check is required with this post. As well as this position being subject to a satisfactory enhanced disclosure, this job offer will also be subject to a minimum of two satisfactory references.

Values and Attitude

All Save the Family employees are expected to demonstrate the Charity's CREATE values by working positively as part of a team delivering vital high quality services to clients to create a society where all are valued and encouraged.

In return, Save the Family will offer you support, training and development and the best resources that we are able to provide to help you give your best in your work with us.

Role

To ensure that the accommodation provided to the residents is safe and secure through the provision of security and door control. This includes controlling access to buildings, being the first point of contact for all emergencies and carrying out Health and Safety checks. To respond to any emergencies during the night by contacting the emergency services or alerting the on call manager if required.

Main Duties and Responsibilities

Site Security

- Provide basic first contact advice and security to residents and to contact the on call service/emergency services if appropriate
- Ensure a safe and secure environment, assisting to maintain high standards within the project by logging and recording any maintenance issues in accordance with procedures and assisting with maintenance of the building, furniture and fittings as appropriate
- Actively ensure the security of the building through regular Health and Safety Checks and the monitoring of CCTV systems
- Deal with emergency situations taking action in the event of a fire or other incidents and being responsible for calling emergency services in an appropriate manner
- Keep appropriate records of all work and activities within the site, in accordance with Policy and Procedure

December 2016

- Ensure the smooth running of the building; adhering to rules, policies and procedures as required
- Report any maintenance issues to the Facilities/Health and Safety Manager.
- Maintain appropriate and effective communication with families, adhering the Save the Family's confidentiality policies, as appropriate to the Site Officer role.
- Be aware and report any Safeguarding and vulnerable adult's issues.

General requirements

- Ensure that any repairs needed are communicated
- Abide by the code of conduct for employees at all times
- Ensure all duties are carried out in accordance with Save the Family's health and safety policies and procedures
- Take an active role in supervisions and appraisals
- Attend compulsory and other training sessions, to support continued person development
- Act as a positive ambassador for Save the Family at all times
- When required, attend Save the Family Events in support of raising the profile and much needed funds
- Positively contribute to the achievement of Save the Family's mission and objectives
- Ensure that all Save the Family's Policies and Procedures are adhered to at all times
- Undertake any other duties as may reasonably be expected of the post holder.

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, the Charity may affect any necessary change in job content, or may require the post holder to undertake other duties, at any location in the Charity's service, provided that such changes are appropriate to the employee's remuneration and status.

December 2016

Person Specification

Post: Bank Site Officer		
CRITERIA	ESSENTIAL / DESIRABLE	METHOD of IDENTIFICATION
Qualifications:		
Good Standard of general education (i.e. A-C in English and Maths GCSE or equivalent)	Essential	CV & Covering Letter
Level 2 Award in Security Guarding (e.g. Edexcel, City & Guilds), or equivalent.	Desirable	CV & Covering Letter
Proven Experience:		
Working knowledge of Health and Safety Practice	Essential	CV & Covering Letter /Interview
Experience of managing overnight security, preferably in a residential setting	Essential	CV & Covering Letter /Interview
Experience of monitoring CCTV systems and managing Health and Safety issues	Essential	CV & Covering Letter
Knowledge, skills and abilities:		
Compassionate, sympathetic person with empathy and understanding of the needs of homeless and excluded families	Essential	CV & Covering Letter /Interview
Ability to prioritise workload	Essential	CV & Covering Letter /Interview
Ability to work on own initiative	Essential	CV & Covering Letter /Interview
Precise and accurate written Communication	Essential	CV & Covering Letter
Full driving licence	Essential	CV & Covering Letter
Clean driving licence	Desirable	CV & Covering Letter
Other Attributes:		
Ability to work as part of a team or as a lone worker	Essential	CV & Covering Letter /Interview
Confidential, tactful and diplomatic	Essential	Interview



December 2016

Ability to work unsociable hours, as this role requires that the post holder does sleep-ins	Essential	Interview
Polite, cheerful and helpful attitude	Essential	Interview