

Colmore BID Job Description

This JD covers the role described below and was drafted in March 2019

Job title

This job is **Security Officer**. Salary: £21,500 (£11/hr) - £24k (£12.30/hr)

Job purpose

To provide an on-street presence within the District, with a focus on rough sleeping and associated anti-social behavior. To work with the Colmore BID team and their partners and contractors in relation to security and street operations. To build strong relationships between Colmore BID, relevant partners and local businesses. To support community projects, with a focus on safety and security. To assist in the overall delivery of the Colmore BID Business Plan.

Responsible to

The person doing the job is responsible to the **Street Operations Manager**.

Responsible for

The person doing the job is not responsible for other members of staff

Duties and responsibilities

The person doing this job will be expected to carry out certain duties and hold certain responsibilities, grouped under the following aspects:

Providing an on-street presence

This aspect of the role will involve:

- Conducting regular patrols of the District, both alone and together with partners and contractors.
- Reporting street issues via email, phone, online reporting tools and other appropriate methods
- Pro-actively challenging and tackling begging, anti-social behaviour and other forms of low-level crime
- Pro-actively engaging with rough sleepers and other members of the street population to offer access to services
- Responding to calls for service in relation to the above from businesses within the District
- Supporting relevant partners to deliver interventions within the city through various methods, including the collection of evidence, submission of reports and evidence packs, provision of witness statements and participation in targeted operations
- To work with partners and members of the street population with courtesy, respect and professionalism
- To promote a positive image of Colmore Business District to partners, local businesses and members of the public

Supporting work in relation to Street Operations

This aspect of the role will involve:

- Developing and maintaining a strong understanding of issues which effect the District
- Taking ownership in relation to specific interventions designed to reduce the impact of on-street issues.
- Assisting the Street Operations Manager in the monitoring of performance and compliance by partners contracted to provide services to Colmore BID in relation to street operations.

Linking to partners and contractors

This aspect of the role will involve:

- Developing a strong working relationship with relevant contracted personnel
- Developing strong working relationships with appropriate partners, including West Midlands Police, Birmingham City Council and other on-street teams provided by BIDs.
- Developing a strong working relationship with any personnel contracted in by Colmore BID.
- Feeding intelligence back to the Colmore BID team from all of the above

Supporting community projects relating to safety

This aspect of the role will involve:

- Supporting the use of crime reporting systems, including basic training for businesses
- Supporting the delivery of projects designed to increase resilience and / or the perception of safety in the District.
- Feeding back to the Colmore BID Office and with suggestions for projects based on Levy Payer feedback

General support

The job involves providing support to other Colmore BID activities:

- Support and attend working groups relevant to the duties of the post.
- Support and attend events organized by or jointly co-ordinated with the BID relevant to the duties of the post.
- Assist in ensuring efficient and effective use of resources to achieve the aims and objectives of the Colmore BID.
- Contribute towards the development of an accessible, comprehensive and responsive organisation.
- Help to ensure good health and safety practice in all operational areas.

- Assist in bringing about equality of opportunity in service delivery.

Physical conditions

The job is based within the Colmore BID area in Birmingham City Centre. Working hours will be based on a shift pattern to cover core hours of 0700 – 2000 hours Monday – Friday. Due to the nature of the role, staff may be required to occasionally work additional hours to support the aims of the company. Occasional weekend working may be required. No additional payment will be made for work performed outside the core working hours.

Staff are expected to spend most of their time outdoors, regardless of the weather

Person specification

A person would be considered for this role who meets the essential criteria below:

Qualifications

ESSENTIAL

- SIA certified with a minimum of 6 months left before expiry

DESIRABLE

- Current First Aid Qualification
- Any other professional qualification or certificate relevant to the advertised position (e.g. Mental Health First Aid training, Conflict Resolution training).

Skills

ESSENTIAL

- Good written and oral communication skills.
- Ability to carry out a range of tasks to budget and timescales
- Good networking skills.
- Ability to recognise and minimise risk and deploy risk mitigation exercises where necessary.
- Conflict management skills.
- First aid skills.
- Good IT skills and ability to use a range of software including word-processing, spreadsheets and databases,
- Resilience and confidence – ability to work with challenging individuals with complex needs
- Strong interpersonal skills to build relationships across all levels of the organisation and with partners.

DESIRABLE

- Strong reasoning capabilities – lateral and creative thinking, combined with good problem solving skills.
- Demonstrably strong negotiation skills.
- Ability to manage a range of projects to timescales and within budgets
- A level of oral fluency in a language other than English

Knowledge

ESSENTIAL

- Knowledge of the principles of management of public safety.
- Awareness of multi-agency approaches to public safety management.
- Awareness of multi-agency approaches to homelessness.
- Understanding of the law around ASB and low-level crime.
- Awareness of the law around homelessness.

DESIRABLE

- Understanding of the structure and principle of third sector bodies and their relationship to other sectors.
- Understanding of multi-agency approaches to homelessness.

Experience

ESSENTIAL

- Some industry experience in dealing with ASB / or conflict in the workplace or homelessness.
- Experience within a fast moving, pressurised, customer focused environment dealing with conflicting priorities.

DESIRABLE

- Experience of managing customer satisfaction and feedback.

Attitude

ESSENTIAL

- Attention to detail.
- Self-motivated and enthusiastic.
- Resilient and able to remain calm and professional in stressful circumstances.
- Inclined to take initiative and yet be a team player.

- Ability to plan and manage workload using shared project management tools to achieve deadlines and objectives.
- Committed to maintaining a safe environment for Colmore Business District community and visitors.
- A commitment to delivering value for money services.
- Willingness to work outside conventional hours when required, and willingness to work outside in all weathers.

Appearance

ESSENTIAL

The person delivering this role will be expected to wear a uniform and maintain a smart and professional appearance.