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**JOB DESCRIPTION**

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| **Post Title:** Casual Bank Emergency Response Officer |
| **Department:** Corporate Core Services | **Establishment/Post No:**  |
| **Division:** Emergency Response & Resilience Team | **Post Grade:** Grade 7 plus (Part 3 ) matrix payments |
| **Location:** Deployed to locations throughout the Borough of Bury – Administrative Centre Bradley Fold Trading Estate | **Post Hours:** Hourly basis covering evenings, nights, weekends and public holidays when required. |
| **Special Conditions of Service:*** Uniform and protective equipment provided and to be worn at all times.
* Must have a full Category B driving licence with a maximum of 3 penalty points at the commencement of employment. NB. Other driving restrictions apply as part of the Council’s reducing road risk policy.
* Undertake regular DBS checks in accordance with BS7858
* Must have and maintain a valid Security Industry Association (SIA – Door Supervisor L2) license and valid first aid qualification.
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| **Purpose and Objectives of Post:*** To provide a uniformed and responsive mobile/static security service covering all Local Authority and where appropriate partner agency/client owned land and property.
* To work alongside & support the Emergency Response team during a time of Emergency.
* Whilst undertaking duties above, and in partnership with other agencies, to provide a high profile/visible uniformed patrolling presence within the borough which can provide reassurance for communities in order to deter or disrupt crime and social nuisance.
* To act as “eyes and ears” for the local community and partners which can contribute towards the prevention of crime, the fear of crime and social nuisance by identifying problems and gathering intelligence/evidence.
* To contribute towards the provision of an attractive *Cleaner, Safer, Greener* environment for people who live, work, shop and visit the Borough.
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| **Accountable to:** Chief Information Officer |
| **Immediately Responsible to:** Operations Safety & Resilience Manager |
| **Immediately Responsible for:** None |
| **Relationships:*****Internal:***Other Corporate Core employees and other employees of the Council | ***External:***Emergency Services and other public bodies and utilitiesMembers of the publicClients, contractors and other partner agencies |
| **Control of Resources:** Equipment: Ensure that all communication, computer and other equipment is operating efficientlyTransport: Where applicable ensure that vehicles are checked (oil, water, fuel, etc) and report any defects or damageHealth & Safety: Ensure compliance with health and safety guidelines and instructions as set out in the Council’s and Sections Health and Safety policies and procedures. Reports incidents and hazards. |
| **Main Duties/Responsibilities:**Operational Efficiency and Effectiveness1. To provide a visible, recognisable and responsive uniformed security presence which can help to deter vandalism, theft and trespass, graffiti and other anti-social behaviour on all council and, where applicable, partner/client owned land and buildings.
2. To actively patrol and monitor identified premises/areas or crime hotspots of the Borough on foot or in vehicles in order to check security, provide reassurance and/or a response to specified incidents or threats as directed by the Operations Safety & Resilience Manager and/or the 24/7/365 Emergency Control Room.
3. To discourage petty crime by observing, reporting and where possible resolving incidents or taking action in accordance with service codes of practice.
4. To maintain a positive working relationship with the Police, and other members of the extended Police family, through participation in joint operations, information sharing, undertaking interviews and if required appearing as a witness.
5. To provide an “on the spot” contribution to local problem solving by identifying and feeding back any potential problems or improvements to overall safety, security and environmental standards. E.g. Defective Street lights, report adverse conditions.
6. To operate, deploy and/or remove temporary alarms or other security equipment e.g. In vulnerable properties or areas as required.
7. To provide an efficient and effective response to alarm activations, key-holding responsibilities and/or other information/intelligence received by the 24/7/365 Emergency Control Room.
8. To escort and/or provide protection and reassurance for vulnerable staff members of the authority and/or partner agencies in undertaking their duties.
9. To offer assistance and protection to individuals and/or members of the public, using Council land and services, where their personal safety or quality of life is at risk, within approved guidelines.
10. To provide a visible uniformed presence at organised events/functions or public meetings as directed and when required.
11. To undertake dedicated static duties to protect specific vulnerable premises as directed by a Manger.
12. To ensure the satisfactory reporting and safe removal of threats to the public e.g. sharps/drugs paraphernalia etc by cleansing staff. Only in exceptional circumstances and with adequate/suitable equipment should this be undertaken by ERRT personnel.
13. To keep an up-to-date record and prepare clear and concise written reports of incidents and activities that may occur in the course of your duties.
14. To assist in the implementation of a range of crime and disorder reduction initiatives, liaising with partner agencies as required.
15. To receive, discuss and action requests for information and assistance and act as an initial signpost to other services.
16. To transport other staff members and/or members of the public when requested through consultation with the service Manager or Control Room Coordinators

Enforcement and Fixed Penalty Notices1. To assist other officers of the Council and other external enforcement agencies, including the Police, in the enforcement of a range of legislation aimed at protecting the residents and environment of the Borough.

Management Information, Resources and Administration 1. To proactively contribute to the gathering of intelligence and the recording, review and monitoring of information and events that will help to detect and reduce crime, disorder and anti-social behaviour.
2. To ensure the maintenance of accurate and up-to-date records both manual and where applicable ICT based.

Quality and Service Development1. To promote the image and customer care policies of the Service and Council at all times.
2. To liaise closely with the councils Community Safety Service staff and those of partner agencies to ensure continuity of service delivery and the achievement of performance management targets.
3. To participate in a positive way to the further development of the Emergency Response & Resilience Team by contributing to the creation of procedures and databases for existing and new systems and personal development via training.
4. To be responsible for improving your performance by participating fully in training opportunities and in the Performance Appraisal process with your line/service manager.

Corporate, Service and Statutory Responsibility 1. To proactively contribute to the requirements of Section 17 of the Crime and Disorder Act 1998 and the achievement of identified targets contained within the borough’s Community Safety Partnership strategies and work of the Tactical Partnership Business Group and Area Tasking Teams.
2. To participate as part of the Council’s Emergency response team to incidents and operate within Emergency Plan procedures.
3. To attend Court and give evidence as requested on behalf of the Council and/or partner agency relating to all aspects of the post.
4. To give witness statements as required to official bodies e.g. The Police.
5. To be responsible for the proper care and use of any equipment provided to carry out normal duties.
6. To render first aid to self and service colleagues in the interest of health and safety, only when required and in accordance with service codes of practice.
7. To ensure compliance with legislation and Service requirements with regard to confidentiality and security of information or data.
8. To contribute to the maintenance of safe working practices and a clean and safe environment in accordance with the Authority’s and Sections Health and Safety policies and proposals.

**Safeguarding:**As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.**Equality Diversity and Inclusion:**Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.**Health and Safety:**The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service) |
| **Job Description prepared by Sign:** | **Date:** |
| **Agreed by Postholder Sign:** | **Date:** |
| **Agreed correct by Manager Sign:** | **Date** |



**DEPARTMENT OF CORPORATE CORE SERVICES**

**PERSON SPECIFICATION**

**CASUAL EMERGENCY RESPONSE OFFICER**

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| **CORE BEHAVIOURS FOR THE POST (Please tick those relevant)** |
| Commercial Thinking & Analysis |  | Planning | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |
| Customer Service | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png | Developing Self & Others | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |
| Delivering Results | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png | Teams, Networking & Partnerships | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |
| Values, Ethics & Diversity | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png | Adapting to Change | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |
| Delivering a Quality Service(Continuous Improvement) | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |  |  |

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| **SHORT-LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Must hold a valid (SIA) Door Supervision Licence | ✓ |  |
| Must possess a full Category B driving licence and have substantial driving experience (must not exceed 3 points) | ✓ |  |
| Experience of using a two-way radio system effectively | ✓ |  |
| Experience of working as part of a team and on own initiative | ✓ |  |
| Experience of working in a security environment | ✓ |  |
| Must have a commitment to Customer Care | ✓ |  |
| A practical working knowledge of intruder alarm and/or CCTV systems  |  | ✓ |