

Job Specification



Job title: Mobile Security Patrol Officer
Service: CCTV and Risk Management
Grade: G4
Reporting to: CCTV and Risk Manager

Your job

As part of our NSI Silver accredited organisation, this is a multi-functional role which will primarily involve providing a security presence in and around corporate properties and a residential housing estate.

You'll provide this pro-active and re-active service to the public of the borough, Wigan Council internal partners and colleagues, our external partners who include the police and fire service.

You will provide a professional customer service approach together with the support of your colleagues to uphold and enhance the reputation of the Council

On occasions you may be required to carry out dynamic risk assessments and employ conflict resolution tactics to deter and prevent crime, disorder, and anti-social behaviour.

You will also operate an array of IT software, hardware systems, specialist CCTV monitoring equipment and communications systems.

You will help the council to achieve a safer environment for people who live, work, and visit the borough.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an on-going basis you will:

- Provide a security presence and carry out regular patrols in and around corporate properties and a residential housing estate.
- Represent the Council in the role as a front-line customer facing member of the team
- Respond to routine and ad hoc requests for information from line management, internal and external sources in a timely, responsive manner.
- Assist and maintain systems for computerised and manual document control, to support the work of the team.
- Work to the standards laid down within the policies, processes and procedures of the team, directorate, and Council.
- Ensure the integrity and accuracy of data and information used and processed within the service.
- Input and retrieve information from the corporate and local systems, when necessary, to produce statistical information for corporate and other reports.
- Carry out duties efficiently and effectively complying with National Legislation, Corporate, Departmental and Section Strategies, Policies, Protocols, Codes of Practice and Procedures.

- Give evidence in Court, at Public Inquiries and Tribunals as and when required.
- Participate in the promotion of the section including talks, site visits, tours, and other events to support the revenue income generation capabilities of the section.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:

- Experience of working in a meet & greet concierge service environment.
- Trained in conflict resolution and have experience of implementing those skills
- Excellent customer care skills
- Full, valid UK Driving License.
- Respond to customer complaints covering a wide range of topics
- Carry out foot and mobile patrols in and around corporate properties and a residential housing estate.
- Carry out observations in response to intelligence and/or customer complaints
- Experience of writing comprehensive reports
- Keep accurate records of all incidents
- Working knowledge of specialist CCTV and/or IT equipment
- Good level of ICT skills with experience and competent knowledge of Microsoft packages, databases and other soft and hardware.
- Currently hold a valid Security Industry Authority Licence for Security Guarding/Door Supervision
- Currently hold or be able to obtain a valid Public Space Surveillance and Security Guarding.
- Be able to successfully pass and maintain the Greater Manchester Police Non-Police Personnel Vetting checks and British Standards 7858 Security Screening.
- Good interpersonal skills including establishing/maintaining trust and effective working relationship with clients, colleagues' including internal/external organisations and emergency services.
- Demonstrate good decision-making skills and ability to work on own initiative and within a team environment.
- Experience of working different shift patterns and being flexible in your approach to changing your shift patterns at short notice to support your colleagues and the team in general.
- Excellent numeracy and literacy and demonstrably similar level of knowledge, skills, and experience relevant to the requirements of the post.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Together we will

Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will



Genuinely care for you and your wellbeing.



Champion a culture that inspires you to thrive.



Listen and engage with you to bring your ideas to life.



Celebrate your contribution and support you to reach your goals and aspirations.

I will



Look after my wellbeing and be kind to myself and others.



Work with others across #TeamWigan to be courageous, innovative and embrace technology.



Share my ideas and be accountable for making things happen.



Own my development and let my passion and positivity shine through.