

JOB DESCRIPTION



Job Title	Security Supervisor (Behavioural Detection Officer)	Duration	FTC until 21.06.2022
Division	Directorate	Hours/FTE	Full-time (36 hours per week)
Dept	Security	Salary	£ 22,627
Reports to	Senior Security Manager	Direct Reports	N/A

Context

Security for the V&A is complex and far reaching, it includes; Safety, Emergency Response, Fire Safety, Fire Response and Business Continuity, in addition to physical security and the protection of our reputation and brand.

The Behavioural Detection Team will have the capability to operate within the Museum and the immediate vicinity, the team will be responsible for assessing visitors in order to identify those displaying human behaviours that are outside the normal baseline and taking the necessary action to deter the threat.

Main Purpose of job

Over the last 2 years, the Security team have spearheaded a new approach for the security and safety at the V&A through a method known as Behavioural Detection. As our security needs are becoming more sophisticated and diverse, we are planning to build and strengthen our existing team who will, after intensive training, be able to undertake objective assessments of behaviour above or below the standard baseline.

Key Responsibilities

To provide a security presence (overtly or covertly) within the Museum and its immediate vicinity to identify visitors who are displaying behaviours outside of the normal baseline and have the ability to take action. Overt delivery of this responsibility on occasion may be carried out as the Bag Search officer.

Delivery of security briefings for all members of staff, especially those working or volunteering 'Front of House'.

Assist in managing the daily security and safety requirements of the V&A regardless of location. The post holder may also be required to travel within the UK or abroad to complete their duties.

To use your initiative and make quick decisions.

To have a clear understanding of security and operational issues, be security conscious with the ability to act when an emergency arises in accordance with set procedure.

To work with internal and external stakeholders and act as an ambassador for the Museum and the department.

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role

PERSON SPECIFICATION

Job Specific	Extensive customer care experience and a good understanding of the impact that security interventions have on the experience of guests and visitors.
	A high level of commitment to training and development and the ability to coach colleagues on the job.
Core Skills	A high standard of verbal and written communication and problem-solving skills and a high level of skill in visitor care.
	A good knowledge and aptitude of IT, with experience of using, technical security systems, MS office or similar, in addition to networked systems e.g. email, intra/internet.
Behaviours	<p>Respects others’ expertise, time, perspectives and contribution.</p> <p>Takes responsibility for delivering on actions, achieving high-standards and learning from mistakes</p> <p>Open to change, new ideas and suggestions; looks for opportunities for improvement and self-development</p> <p>Works with others outside their own department in a collaborative, understanding, and engaging way.</p>
Desirable	An in-date SIA Door Supervisors or CCTV licence would be an advantage.

Hours: Net working hours (i.e. excluding meal breaks) are 36 per week.

The post holder will be required to work outside of normal office hours. This will include weekends, bank holidays and some late evening and early morning work.