

Delivering for Excellence

Operational and Physical Security Manager, Grade 5

The Scottish Parliament is a values-led organisation which means our values (Stewardship, Excellence, Inclusiveness, and Respect) are at the centre of everything we do. These values are embedded in this role.

Stewardship

Focusing on the longer term to ensure we are leaving things better than we found them and putting our shared interests ahead of any individual or team.

Your main responsibilities will involve:

- Working closely with the Head of Security, designing and developing best-practice counter-terrorism plans for a range of evolving threat scenarios. Leading the implementation of these responses across the operational security teams and Parliamentary offices, working closely with the Head of Security to ensure they are fully embedded into the organisation through regular training and testing.
- Working with the Head of Security, driving the implementation of the physical security strategy, managing approved projects through effective stakeholder engagement and attention to detail. Serving as the main point of contact, ensuring all procedures are embedded and the projects delivered successfully.
- Establishing long-term goals that align operational resources and critical assets with the Parliament's business requirements and values, ensuring that security measures are both effective and forward-looking.

- Using your professional knowledge in physical security best practice to create a safe yet welcoming environment, taking account of the evolving threat landscape by balancing the need for security with the Parliament's commitment to openness and accessibility.

And in delivering these you will have:

- Experience of writing and/or designing processes or policies that impact organisation-wide and which take account of a range of stakeholder requirements.
- A proven track record in successful delivery of projects or embedding new processes and procedures.
- Experience of, or the ability to, evaluate trends to make informed decisions regarding appropriate security measures. Strong influencing and communication skills.
- A good awareness of physical and protective security, or a commitment to further develop your knowledge and skills in this area to support organisational resilience.

Excellence

Taking care to enhance our reputation in everything we do. Using our skills and resources efficiently and effectively to deliver high-quality sustainable results.

Your main responsibilities will involve:

- Managing the operational security team against agreed organisational performance and attendance standards and office KPIs.
- Working with internal and external stakeholders, seeking and evaluating feedback to ensure services are aligned to customer needs.
- Using your physical security expertise to manage the critical physical security contracts, ensuring the contracts and assets deliver as expected in mitigating security risks.
- Taking ownership in conjunction with the Head of Office to manage the security operation so that rosters and work patterns are aligned to parliamentary business, as well as being adaptable and flexible to accommodate non-routine situations.

And in delivering these you will have:

- Excellent management skills and experience, including coaching, setting clear goals and objectives for staff to deliver against.
- Strong evaluation and communication skills, with a proven track record in using feedback to define, develop or adapt processes, procedures, policies or performance standards.
- Experience in analysing management data to improve contract performance to align with expectations of the office and wider business.
- Excellent prioritising and planning skills, with the ability to forecast and respond to short and longer-term changes. Excellent problem-solving skills to maintain the resilience of the operation.

Respect

Appreciating difference, building cohesive teams and fostering the values and experiences of diversity.

Your main responsibilities will involve:

- Building a strong network of professional contacts to ensure that the physical security strategy can be delivered.
- Building and leading a cohesive and capable operational management team which values expertise, teamworking, empowerment and confidence enabling effective and professional service delivery.
- Collaborating with the Security Resources and Training Manager, ensuring the operational training programme is regularly reviewed and refreshed to meet security best practice.
- Engaging with Diversity and Inclusion groups when considering physical security changes, taking account of different perspectives to ensure any new assets or changes to the building are accessible for all.

And in delivering these you will have:

- Experience in seeking opportunities to network, with the ability to adapt what you have learnt to the Parliament environment.
- A coaching style of leadership accompanied with strong interpersonal skills and the ability to foster strong working relationships for reliance and resilience when dealing with stressful situations.
- Experience of, or a commitment to, building knowledge and skills in others, motivating team members to sustain high-performing results. The ability to work well with others to identify training opportunities to ensure each team member's development aligns with business needs.
- An advocate for equality and diversity, demonstrating respect for the views and experiences of others.

Inclusiveness

Understanding the big picture and seeking out alternative perspectives. Every colleague feels they can make a valued contribution and deliver their best work.

Your main responsibilities will involve:

- Building relationships and actively seeking feedback from colleagues across the Parliament on the performance of you and your team so as to enhance service delivery.
- Sustaining a 'one team' culture in which you actively engage with your operational teams to seek their views of service delivery and the operational management team performance, identifying solutions and using feedback to adapt management style to best meet their needs.
- Coaching colleagues who directly report to you to reach their full potential.
- Reviewing communication methods to ensure operational colleagues working a range of shifts receive timely information, enabling them to perform to their best ability.

And in delivering these you will have:

- Ability to work at a senior level to see things from an organisational perspective. Holding an open and learning mindset, evidenced by acting on feedback to personally develop, or improve on a process or service.
- A track record of working collaboratively, with a supportive management style, where respectful feedback is genuinely welcomed, valued and acted upon as necessary.
- A coaching management style which empowers colleagues to deliver high performance results that directly benefits service delivery.

- Excellent verbal and written communication skills, adapting communication methods to ensure that important messages are conveyed in a range of styles that are both accessible and designed to accommodate different audiences.