

Delivering for Excellence

Security Team Manager, Grade 3

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:

- Taking responsibility to identify improvements to standards and services and embedding the revised performance standards within your team
- Investigating security incidents, breaches, or complaints. Preparing action plans to address the issues identified and taking ownership of implementing the recommendations
- Managing communications within the security control room, including responding to subject access requests or freedom of information enquiries and escalating any contentious issues in accordance with the team's service level agreements

And in delivering these you will have:

- The ability to recognise opportunities for improvement by being adaptable and open to change and working inclusively with others to achieve positive outcomes
- Current knowledge and understanding of security risks and experience in creating and implementing strategies to mitigate risk
- The ability to approach problems you face in a politically sensitive way, always maintaining confidentiality and ensuring the security of data

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:

- Scheduling daily resources to effectively meet changing business requirements
- Responding dynamically and immediately to security and emergency incidents
- Monitoring the conduct and performance of colleagues to ensure they are supported to reach their potential and for ensuring that any conduct which falls short of the required standards set by the SPCB is dealt with early

And in delivering these you will have:

- Experience of planning and managing resources taking account of budgetary constraints and service level impacts
- An ability to remain calm and clearheaded under pressure, able to recall your experience and training to manage fast-moving events and direct others
- Ability to handle disciplinary and performance matters in a positive, sensitive and encouraging manner

Respect

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

Your main responsibilities will involve:

- Ensuring the appropriate training and support is in place for colleagues and that they have the appropriate skills to fully exploit any new opportunities
- Engaging confidently but respectfully with visitors, colleagues and Members in the management of any security breaches
- Upholding a clear commitment to equality and diversity, tackling exclusion and respectfully challenging inappropriate behaviour in a timely way and in line with our values

And in delivering these you will have:

- Experience of working with a range of colleagues to develop plans for implementing change, including training and support
- Excellent communication skills with the ability convey security risks and resolve conflict
- A clear commitment to creating an inclusive and collaborative working culture which values diversity and promotes equality of opportunity, maintaining the highest standard of personal integrity, honesty, and discretion

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:

- Coaching and mentoring colleagues to develop their skills, knowledge, and confidence
- Actively contributing to the teams' objectives and valuing the ideas and contribution that everyone can make
- Developing a skilled, diverse and inclusive team, nurturing talent through supporting continuous professional development

And in delivering these you will have:

- The ability to encourage, mentor, coach and develop colleagues with a willingness to openly share knowledge and skills to support colleagues
- Excellent collaboration skills and the ability to work positively with others to continue to improve what we do and how we do it
- A style of leadership that empowers and encourages high performance and supports colleagues to develop new skills to improve individual and team performance