

Delivering for Excellence

Security Officers, Grade 2

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:

- Having an awareness of security threats and the ability to recognise behaviours that may be a cause for concern. Reporting these behaviours immediately. Assisting with investigations into security incidents and supporting action plans to address the issues identified by working collaboratively with colleagues to implement the recommendations.
- Accurately compiling reports of incidents or security 'near misses' by logging events on electronic systems.
- Ensuring your personal performance meets the standards set out in the Standard Operating Procedures as well as taking ownership for your continued professional development by actively seeking out opportunities to enhance your professional security knowledge.

And in delivering these you will have:

- Confidence to professionally express thoughts, ideas or concerns, identifying opportunities for improvements and taking ownership of delivering any agreed suggestions.
- Good written communication skills with an eye for detail.
- Pride and ownership in completing tasks and projects to a high standard.

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:

- Welcoming visitors to the Parliament in a professional and respectful manner, in line with the performance expectations set out in the Standard Operating Procedures and the 5* visitor standard, and confidently and consistently applying these standards.
- Taking personal responsibility for the effective daily delivery of the security operation across the Parliamentary estate by responding to security incidents, ensuring security policies are adhered to by all building users and responding effectively in emergency situations
- Establish and maintain a high level of Members recognition. Engaging confidently and respectfully whilst understanding the unique needs of Members.

And in delivering these you will have:

- Strong oral communications, allowing you to confidently convey important information clearly and concisely
- An ability to remain calm and clearheaded under pressure, able to recall your experience and training to manage fast-moving events.
- A proactive approach, embracing change and new ways of working to improve your personal performance.

Respect

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

Your main responsibilities will involve:

- Working effectively within a team in the management of security incidents.
- Controlling access and managing movements within the Parliament building through the control of public and visitor access using metal arch detection, hand-held metal detectors, x-ray baggage screening and physical searching of visitors. Ensuring that physical search is done professionally but aligned to the diverse needs of our visitors and applying the relevant support as needed.
- Continually develop your knowledge on diversity matters to ensure that you can provide the best service possible to the Parliament's visitors and passholders.

And in delivering these you will have:

- An ability to respect and allow others to express their views and help foster a positive team environment through sharing knowledge and skills.
- An ability to remain calm and composed when dealing with difficult situations or people, mindful of the high visibility of the role and the importance of being a standard-bearer of the values and behaviours embodied within the Scottish Parliament.
- An ability to take account of others' needs when delivering a service and using your own and others' experiences to ensure expectations and high-level service are continually met.

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:

- Working collaboratively with other departments, assisting with a wide variety of events held within the building and building your parliamentary networks to help you in delivering the best security service you can.
- Proactively seeking feedback from colleagues in other business areas to help you identify where you are providing a high level of service and identify areas for improvement. Using that feedback in your 121 discussions with your line manager to support you in delivering your best work.
- Supporting the continuous development of the Security Office's services through effective contribution to team meetings and individual accountability in supporting implementation of changes.

And in delivering these you will have:

- A flexible and adaptable approach to supporting colleagues across various other departments to meet wider organisational goals.
- Demonstrating experience of engaging with a diverse range of people and views, in an impartial and confidential manner, to improve your performance.
- Working with your Team Manager and taking personal accountability in identifying and addressing areas for personal development.

