



The Scottish Parliament
Pàrlamaid na h-Alba

**Scottish Parliament
Security Office**

Security Officer

Application Pack



Welcome from Becky Thomson, Head of Security, Scottish Parliament

The Security Office is responsible for protecting the Parliament building, passholders and visitors and preventing disruptions to Parliamentary proceedings. We provide a visible and reassuring presence throughout the building 24 hours a day, 7 days a week. We are also responsible for security vetting and the issue of passes, monitoring the Parliamentary estate, responding to incidents in the building, facilitating protest, and managing entry and movements around the building. The Office also provides security advice to Members and their staff. We are now looking forward to expanding the team to further develop our agility and resilience.

We are offering an excellent opportunity to join the Security Office as a Security Officer. In your role, you will be the first point of contact in welcoming visitors to the Scottish Parliament and assisting passholders in accessing the building. You will be responsible for delivering a high standard of security across the estate to ensure the safety and security of all visitors and staff. You will also be responsible for responding quickly and effectively to any issues that may adversely impact on the smooth running of Parliamentary business or the security of the building and its occupants.

Our team is focused on creating a culture where you are empowered to deliver high quality work which will enhance the reputation of the Parliament. Our approach involves collaborative working, with colleagues across the parliamentary service, promoting positive and open communication, as well as our commitment to diversity and inclusion. My colleagues and I are committed to offering you a highly supportive and encouraging environment. You will play a significant part in delivering our strategic objectives of building team resilience and agility, and you'll have the opportunity to develop your skills both within your role and the wider parliamentary network.

We're an inclusive employer and our team supports a variety of approaches to flexible working. We have excellent facilities for cyclists as well as an on-site gym and offer other great benefits. Not only that, you get to work in one of Scotland's most iconic buildings.

We're committed to increasing the diversity of our parliamentary service so that we can benefit from the broadest range of perspectives, backgrounds, skills and experience as we tackle the challenges and opportunities ahead. We would therefore particularly welcome applications from women and members of minority ethnic communities.



Working in Security – our Security Officers tell you more

“I joined the Parliament as a security officer seven months ago. Although it wasn't a sector I had much experience in, my decision to take the opportunity was made easier by the appeal of a role which offered a secure, supportive and engaging environment. This was important for me because I have caring responsibilities for a young family. The enticing benefits of a competitive salary and excellent pension scheme also played a part.

As a security officer, I play a vital role in maintaining the integrity of the Parliament building and ensuring Parliamentary business runs smoothly. The work my team does helps everyone who works and visits Parliament to feel safe and secure.

My role is fulfilling and varied, every day is different. Whether it is extending a warm official welcome to VIP guests, delivering 5-star services to our visitors, or offering security advice and support to other teams, there are so many opportunities to make a difference. We really pride ourselves in providing a continuous and reassuring presence to everyone- 24 hours a day, 365 days a year!

Although I came from a completely different place and had an entirely different background, I have found myself thriving in the Security Office's unique environment. This role does have important responsibilities, but it also offers a range of opportunities to enhance your skills and personal development.

If you enjoy working in an environment where no two days are the same and being part of a team that takes pride in what they do, then I would recommend applying for this role”

Rupali- Security Officer



Our Team Managers tell their story

“I joined the Security Office at Parliament 12 years ago as a Security Officer. What attracted me most to working here was the opportunity to work shifts in a secure environment within a high-profile and iconic building. I had two small children at that time and the role helped me achieve a good work/life balance. The competitive salary and pension terms were also attractive.

In my current role, I manage one of the eight operational teams within the Security Office. We aim to maintain a safe and secure yet welcoming environment for those who work in and visit the Parliament. Our service supports all the facets required to run the Parliament. This includes supporting Parliamentary business in the Chamber and Committees.

As part of my role, I am responsible for ensuring the team on shift have all the information they need to effectively undertake their role. This could range from supporting planned events and welcoming visitors to mitigating security risks and responding to incidents. I also work closely with the Roster Management team to develop rosters that effectively balance changing business requirements with annual leave and training commitments.

We are a values-based organisation and I feel it is particularly important for me to recognise each team member's strengths and celebrate their contributions to the Security team and the wider Parliament. One way I do that, is by holding regular one to one meetings to discuss wellbeing, training and development and goals and objectives. These meetings also give me the opportunity to get to know my team on a more personal level. This is especially important to me as it affords me the opportunity to let them know my door is always open if they require any support.

Effectively coaching and mentoring my team is something of a passion of mine and I am always looking for ways to develop my own skillset. I am currently involved in rolling out Fire Evacuation Chair training with newly qualified Officers. We have all received training to become certified to teach others how to operate the Fire Evacuation Chair. This skill is vital because if there was a fire within the building, the security team provide support to visitors and staff during an evacuation.

If you want to work with diverse stakeholders in a high-profile role and feel you can contribute to the Parliament's vision of making a positive difference to the lives of the people of Scotland. Our roles are truly rewarding.”

Alison – Security Team Manager



Security Officers– Security Office, Grade 2

Salary range: £32,457 - £35,232 (this includes a 12.5% shift allowances that is pensionable)

The Scottish Parliamentary Corporate Body is responsible for providing the Parliament with the property, staff and services required for the Parliament's purposes. We place a high value on excellence, and we are continually looking to improve how we can deliver the Parliament's core purpose of representing the people of Scotland by debating issues of national importance, passing legislation and holding the Scottish Government to account. We are a diverse workforce, and our embedded values shape the way we work and treat each other. We have a culture of respect and inclusion, and everyone has the ability to make a difference. You can visit our [organisation chart](#) for further information.

This is an excellent opportunity to join the Security Office as a Security Officer. The Security Office is responsible for protecting the Parliament building, passholders and visitors and preventing disruptions to Parliamentary proceedings. We provide a visible and reassuring presence throughout the building 24 hours a day, 7 days a week. We are also responsible for security vetting and the issue of passes, monitoring the Parliamentary estate, responding to incidents in the building, facilitating protest, and managing entry and movements around the building. The Office also provides security advice to Members and their staff.

As a Security Officer you will be the first point of contact in welcoming visitors to the Scottish Parliament and assisting passholders in accessing the building. You will be responsible for delivering a high standard of security across the estate to ensure the safety and security of all visitors and staff. You will also be responsible for responding quickly and effectively to any issues that may adversely impact on the smooth running of Parliamentary business or the security of the building and its occupants.

You will embrace change and a culture where you are empowered to deliver high quality work which will enhance the reputation of the Parliament. You will also support collaborative working, including with colleagues across the parliamentary service, promoting positive and open communication, as well as our commitment to diversity and inclusion.

You will be able to meet the demands of shift working on a rotating shift pattern, including working regular weekends and nights.

Please review [our careers site](#) for more information about the role and how to apply

For full information about the role and to apply, please click [here](#)



The Scottish Parliament
Pàrlamaid na h-Alba

Delivering for Excellence Security Officers– Security Office, 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. Please visit our [values pages in our Staff Handbook](#).

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:

- Carrying out and taking ownership of security processes from end to end, including patrolling, compiling reports of security incidents and assisting with investigations into incidents and supporting action plans to address any risks
- Having an awareness of security threats and the ability to recognise and challenge behaviours that may be a cause for concern. Escalating any suspicious behaviour in accordance with the team's service level agreements

And in delivering these you will have:

- The ability to work well within a multi-skilled team, contributing positively with the self-motivation to learn security and customer care skills
- The ability to remain calm and composed when dealing with difficult situations or people, always being mindful of the high visibility of the role



Delivering for Excellence Security Officers– Security Office, Grade 2

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:

- Using your IT and digital skills to enhance how you carry out your role and support the work of your team, including the use of Microsoft Office packages and applications
- Taking personal responsibility for the effective daily delivery of the security operation across the Parliament, including responding to emergency incidents and suggesting changes and efficiencies to enable the continual improvement of incident management

And in delivering these you will have:

- The ability to take on new or additional responsibilities to further own development, including trying new ways of working and embracing technology
- The ability to balance and prioritise competing demands with the foresight to plan ahead and anticipate workload peaks



Delivering for Excellence Security Officers– Security Office, Grade 2

Respect

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

Your main responsibilities will involve:

- Searching and screening people and vehicles 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 take account of others' needs when delivering a service and using your own and others' experiences to ensure expectations and high-level services are continually met
- The ability to openly share knowledge and skills to help other members of the team to develop and is approachable and sensitive towards others



Delivering for Excellence Security Officers– Security Office, Grade 2

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 across the organisation, assisting with a wide variety of events 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.

And in delivering these you will have:

- A flexible and adaptable approach to supporting colleagues across various other departments to meet wider organisational goals
- Good communication skills with the ability to engage with people and adapt your conversations to suit different people's needs



About us

The Parliamentary Service of over 600 people is a high-achieving and professional organisation. We are public servants rather than civil servants; we serve the Parliament and its Members and not the Scottish Government.



The [Scottish Parliamentary Corporate Body](#) is responsible for providing the Parliament with the property, staff and services required for the Parliament's purposes, in accordance with the Scotland Act 1998. It is made up of five Members elected by the Parliament and the Presiding Officer.

The Corporate Body delegates the day-to-day running of the Parliament to David McGill, our Clerk/Chief Executive.

David is assisted by his Leadership Team setting the strategic direction for the parliamentary service and for creating the conditions that helps to promote a positive workplace culture. You can view our Leadership Team in our [organisation chart](#) along with our different Offices.

Our vision is clear: To make a positive difference to the lives of the people of Scotland. This means putting people at the centre of everything we do.

We attach great importance to our commitments to [Diversity and Inclusion](#) and our core values of Stewardship, Excellence, Respect and Inclusiveness form a central part of our working culture.

Our performance framework helps us to communicate and implement our strategic priorities through the parliamentary service. The [strategic plan](#) sets out our aims and priorities. This provides a set of shared priorities for everyone across the parliamentary service and covers matters such as improving parliamentary scrutiny, developing and investing in our staff, aligning public engagement with parliamentary business and providing high quality support to our elected Members. Each of the aims is equally important as they are inter-related. This means that we cannot achieve one without the others and that every one of our colleagues plays an important role in delivering them.



About us (Cont.)

We are committed to providing a great working environment where people enjoy coming to work and feel valued for their contribution and excel in their chosen careers. Everyone has the right to be treated with respect and dignity and we have a zero tolerance approach to bullying, harassment or victimisation of any kind. We recognise that improving employee engagement has a positive and significant effect on organisational performance. We know that ideas generated by colleagues can help shape the future direction of our services and contribute to the successful delivery of our goals, and our inclusive leadership style guides us in this approach.

We are committed to building a workforce which reflects the diversity of the people of Scotland. We are proud to be an equal opportunities employer that values and respects the people who work for us. We seek to ensure all job applications are treated fairly, with respect and without bias. We positively encourage applications from suitably experienced candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. We particularly welcome applications from female and minority ethnic candidates who are under-represented at this level. All appointments will be made on merit.



We are committed to agile working and currently operate a wide variety of work patterns and arrangements across the parliamentary service. We will be pleased to consider applications from candidates wishing to work flexibly and all requests will be seriously considered. Please include clearly any information about your preferred working arrangements in your application.