

Job description and selection criteria

Job title	Security Officer
Division	Gardens, Libraries and Museums (GLAM)
Department	Ashmolean Museum
Location	Ashmolean Museum, Beaumont Street, Oxford, OX1 2PH
Grade and salary	Grade 2: £19,379 – £19,612 per annum A shift allowance of 16% is paid on the above salary. Overtime is paid at enhanced rates after 36.5 hours.
Hours	Full-time (36.5 hours per week on a rota basis)
Contract type	Permanent
Reporting to	Head of Safety and Security
Vacancy reference	149075
Additional information	<p>You are required to submit a CV and a one page supporting statement with your application, outlining how you meet each of the selection criteria for the role (see the 'How to Apply' section for further details on page 7). CVs (alone) will not be considered.</p> <p>Owing to the nature of this position, any offer of employment with the University will be subject to a satisfactory security screening by the Disclosure & Barring Service and Known-consignor security checks (See page 6)</p> <p>This role requires some manual handling activities. (See page 6)</p> <p>Please contact the recruitment team if you require the job description in an alternative format.</p>
Closing date	12.00 midday GMT/BST Friday 19 February 2021

Introduction

The University

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.



The Ashmolean Museum

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information please visit www.ox.ac.uk/about/organisation

Gardens, Libraries and Museums (GLAM)

The Gardens, Libraries and Museums (GLAM) group includes the providers of the major academic services to the divisions, and also departments with responsibilities including, but extending beyond, the immediate teaching and research needs of the University. The collections embodied within these departments are an essential part of the University's wider nature and mission. They are part of its heritage as the country's oldest University and now

form a resource of national and international importance for teaching, research and cultural life; they also make a major contribution to the University's outreach and access missions.

For more information please visit: <http://www.admin.ox.ac.uk/glam/>

The Ashmolean Museum

The Ashmolean Museum has been described as “*unquestionably the finest university museum in the world*” (*The Times*, October 29th, 2009). The Museum is a part of the Oxford University Museums Group and houses the University's collections of art and archaeology together with objects and works owned by other private individuals and bodies and loaned to it. The collections themselves are of world significance. They range from archaeology to the fine and decorative arts of Europe and Asia and from coins to casts of classical sculpture. These are used for teaching and research purposes both within the University and in the worldwide academic and research communities. Above all, the Ashmolean is a great public Museum, open to all without charge.

Job description

Overview of the role

The main objectives of the Security Team are to ensure the safety and security for all staff, visitors, volunteers, contractors, artefacts and the Ashmolean Museum building.

It is imperative that we protect all of the above from both accidental and intentional harm, while at the same time creating a friendly and welcoming environment for all who enter the building.

Excellent customer service is essential with flexibility and a positive can-do attitude to enable the museum staff to undertake their roles without inconvenience. The ability to bond and work well within a small team is essential.

Responsibilities

As a Security Officer, you will be part of a small specially-trained security team, responsible for the effective running of the museum's security services. Our Security team is seen as a business enabler not a business restrictor.

The security role also includes reception duties incorporating efficient receipt of deliveries, welcoming and signing in visitors and contractors, answering enquiries by phone, email and in person, issuing staff keys and contractor passes. The reception is the staff and visitor initial point of contact during the day and the restaurant entry point in the evenings.

One of the security team's responsibilities at the museum is health and safety, ensuring that the correct advice and action is taken in an emergency situation.

Customer service provision is a key element of this role and the duties can also include cash handling activities for collection box escorting.

Anyone joining the Ashmolean Security Team will have an excellent understanding of how to ensure the safety and security of staff and visitors. It is essential that the person concerned is committed to the role and has a mature and responsible attitude.

Security Officers carry out on-call duties (as rostered) for out of hours alarm activations and must be able to get to the Museum within 30 minutes of receiving a phone call.

Full training and support will be given to the successful applicant throughout their probation period of 6 months.

Security Requirements

- Understand the importance of the security and safety of Ashmolean staff, its visitors entering the Museum and that of the building and its collections.
- Provide excellent customer service, displaying a positive, polite and professional image at all times.
- Deal with and escalate all incidents and emergencies in a calm and orderly manner ensuring that situations are controlled effectively and efficiently.
- Ensure that the museum's security department's standards are upheld and visitors' issues are dealt with efficiently and effectively in a calm and polite manner.
- Have an understanding of fire and security systems and experience of working in a busy control room monitoring security & safety systems.
- Undertake static and patrolling duties in the museum to act as a security presence responding to customer enquiries efficiently and politely.
- Provide first aid assistance for accidents and security assistance for incidents.
- Ensure that all control room administration is completed correctly and accurately.
- Carry out unlocking and locking of the Museum and its storage buildings, ensuring alarms are set, and respond to out of hours alarm activations when on call.
- Carry out any other security related activities to ensure the Museum is able to operate effectively and safely.

Security Reception Requirements

- Welcome visitors, providing general advice and directing them to the appropriate area.
- Issue keys and equipment as required.
- Assist the security team with conducting weekly safety tests.
- Manage incoming mail and log parcel deliveries using the systems provided.
- Sort outgoing mail for the University messenger, franking Royal Mail, and assisting staff in organising couriers as requested.
- Maintain the tidiness and organisation of the reception area ensuring a smart professional image at the first point of contact.
- Provide effective access control by monitoring the staff entrance.
- Represent the Museum as a positive and polite first point of contact providing face to face, email and telephone information for staff, contractors and visitors.
- Have a good knowledge of the Museum and keep up to date with current exhibitions, educational events: lectures, tours, courses and family events.
- Ensure that all reception administration is completed correctly and accurately.

The Ashmolean Museum reserves the right to make reasonable amendments to the job description in consultation with the post-holder at any time.

Selection criteria

Essential selection criteria

- Have demonstrable experience in a security environment and knowledge of using advanced technology based security systems.
- Be able to demonstrate excellent oral and written skills providing clear and effective communication and security administration requirements.
- Have experience of working in a high profile environment providing excellent customer service for all staff, contractors and visitors.
- Have demonstrable experience of dealing with a variety of security or safety incidents in a calm and orderly manner using effective conflict management skills when required.
- Have the ability to work daytime, evening, late nights, bank holidays and weekends as required per a flexible rota with the ability to respond to call-outs within 30 minutes.
- Demonstrate the ability to use Microsoft Office packages (Word/Excel) proficiently for the completion of reports logs and sending of emails by completing an interview task.
- Demonstrate the ability and willingness to work effectively in a small team, providing flexibility to ensure the security operation is effective.
- Be able to demonstrate a positive and professional attitude with the ability to communicate ideas for improvements within the department.

Desirable selection criteria

- Hold a relevant Security qualification
- Hold a valid SIA Door Supervisors license
- Hold a valid SIA CCTV license
- Hold a valid First Aid qualification
- Have reception experience
- Hold a Customer Service qualification

Pre-employment screening

All offers of employment are made subject to standard pre-employment screening, as applicable to the post.

If you are offered the post, you will be asked to provide proof of your right-to-work, your identity, and we will contact the referees you have nominated. You will also be asked to complete a health declaration (so that you can tell us about any health conditions or disabilities so that we can discuss appropriate adjustments with you), and a declaration of any unspent criminal convictions.

We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at: <https://www.jobs.ox.ac.uk/pre-employment-checks>.

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service (OHS), and the offer of employment will be subject a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Regular manual handling

Additional security pre-employment checks

This job includes duties that will require additional security pre-employment checks:

- Access to sensitive and restricted areas containing exhibits

Therefore, a satisfactory basic Disclosure and Barring Service (DBS) check will be required for a successful candidate due to the nature of the job - working in a security environment with access to restricted and sensitive areas.

Additional background checks – Known Consignor checks

Please note that this post is subject to checks necessary for the successful post holder to have known consignor status. You will therefore be required to provide employment and/or education history going back for a full 5 years in your application.

How to apply

Before submitting an application, you may find it helpful to read the 'Tips on applying for a job at the University of Oxford' document at <https://www.jobs.ox.ac.uk/pre-employment-checks>.

If you would like to apply, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously.

Please provide details of two referees and indicate whether we can contact them now.

You will also be required to complete and upload a supporting statement which explains how you meet the selection criteria for the post.

Please upload all documents **as PDF files** with your name and the document type in the filename. Please note using a long file name may prevent you from uploading your documents.

Supporting Statement

The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Please note that if you do not upload a completed supporting statement, we will be unable to consider your application for this role.

The inclusion of the supporting statement is **a mandatory step** in the online application process. Please note that CVs **(on their own)** will not be considered as part of the selection process and will not therefore be accepted as a substitute for a supporting statement.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description in your supporting statement.

All applications must be received by **12:00 midday (GMT/BST)** on the closing date stated in the online advertisement.

References

Please give the details of two people who have agreed to provide a reference for you. If you have previously been employed, your referees should be people who have managed you for a considerable period, and at least one of them should be your formal line manager in your most recent job. Otherwise they may be people who have supervised you in a recent college, school, or voluntary experience. It is helpful if you can tell us briefly how each referee knows you (e.g. 'line manager', 'college tutor'). Your referees should not be related to you.

Your referees will be asked to comment on your suitability for the post and to provide details of the dates of your employment; and of any disciplinary processes which are still considered 'live'. We will only take up references at offer stage.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment owing to the fact that he or she has been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing departments.

If you are a priority candidate, please ensure that you:

- attach your redeployment letter to your application (or e-mail it to the contact address on the advert if the application form used for the vacancy does not allow attachments)*
- explain in your supporting statement how you meet the selection criteria for the post.*

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from <https://hrsystems.admin.ox.ac.uk/recruitment-support>. To return to the online application at any stage, please click on the following link www.recruit.ox.ac.uk

Please note that you will be notified of the progress of your application by automatic e-mails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all e-mails.

Relocation

At the moment, the Ashmolean Museum is not offering relocation expenses to this post.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/. The University's Policy on Data Protection is available at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. From 1 October 2017, the University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at grade 8 and above. The justification for this is explained at:

www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revaim/.

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revproc/

From 1 October 2017, there is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Photographs: Copyright Bodleian Libraries, University of Oxford

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See www.admin.ox.ac.uk/personnel/staffinfo/benefits.

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>. There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See www.admin.ox.ac.uk/personnel/permits/reimburse&loanscheme/.

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to My Family Care, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/.

Childcare

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries. For full details, including how to apply and the costs, see www.admin.ox.ac.uk/childcare/.

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see www.admin.ox.ac.uk/eop/disab/staff.

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at www.admin.ox.ac.uk/eop/inpractice/networks/.

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.