

## Matched Job Report

Job Title Security / Car Parking Officer  
Job ID RVC/2024/0096  
Score 247  
Band Band 3  
Status Band Matched  
Matched To Security Officer  
Job Statement

The post holder will provide a dedicated and professional security service for Swansea Bay University Hospital sites and in the course of their duties will;

- Work independently and liaise with site management and other key staff members within the Health Board, ensuring that a safe, efficient, and comprehensive security service is being provided to all patients, staff, and visitors.
- Undertake a wide range of security and car parking duties in accordance with Health Board policies and procedures.
- Provide security assistance as required in accordance with Health Board Major Incident Procedure, Lockdown Policy, Missing Patient and Suspicious Package Policies and to ensure, the safety and protection of patients, staff, visitors, contractors and any other legitimate site users against violence and aggression and property against loss, theft, damage, and waste.
- Undertake training events at any site across the Health Board
- Work across wards/departments within the Health Board at short notice to cover unplanned sickness or to cover planned sickness or annual leave on other wards/departments

### 1. Communication & Relationship Skills

National Profile	3a	Profile	3
Factor Status	Matched	Score	21

#### Relevant Job Information

Respond to incidents where an individual (s) is being reported to be violent, aggressive, or behaving in an anti-social manner and to de-escalate any given situation accordingly using highly developed communication skills e.g. tact, persuasion and in extreme circumstances involving violent/aggressive behaviour using the application of 'conflict resolution' techniques. Where necessary communicate with victims of such incidents, and witnesses to record (including the appropriate use of body cameras as per policy) the pertinent fact of the incident.

Liaise with outside agencies such as the Police or Fire Brigade and provide assistance when required to provide support during incidents as well as providing comprehensive.

Encourage staff to develop awareness in crime prevention and the protection of hospital and/or their personal property.

Report incidents in an approved manner and maintain authorised records relating to duties.

Daily log sheets updated to provide evidence of daily routing and events or incidents, using

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trust paper work and Datix reporting.

Liaise and coordinate with the appropriate Portering departments ensuring that all outgoing items to be transported are collected and taken to one of the Transport/Collection Delivery Points.

Liaise with the relevant Portering Department to ensure that all incoming items are collected from the designated transport Collection/Delivery Point and delivered to their final destination within the designated timescales.

Maintain professional and courteous working relationships with staff and respect the equality and diversity of each and every person whom the post holder comes into contact within the course of their business. Uphold the privacy and dignity of the patient and respect the equality of patients at all times.

### 2. Knowledge, Training & Experience

National Profile	2	Profile	2
Factor Status	Matched	Score	36

#### Relevant Job Information

SIA Front Line Licence (Level 2)

Prepared to undertake training achieving qualifications required for Security Industry Authority licensing within 1st year of employment

Willingness to undergo 'on the job' training and attend specialist courses, as necessary. This will include Control & Restraint/physical intervention training

Knowledge and understanding of patient confidentiality and the ability to deal with sensitive issues.

The ability to communicate easily and confidently with all levels of personnel, colleagues, patients, and visitors.

To understand and apply techniques of conflict management

Understanding of basic Law & Legislation in relation to Security

### 3. Analytical & Judgemental Skills

National Profile	2	Profile	3
Factor Status	Variation	Score	27

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Respond to incidents where an individual (s) is being reported to be violent, aggressive, or behaving in an anti-social manner and to de-escalate any given situation accordingly using highly developed communication skills e.g. tact, persuasion and in extreme circumstances

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involving violent/aggressive behaviour using the application of 'conflict resolution' techniques. Where necessary communicate with victims of such incidents, and witnesses to record (including the appropriate use of body cameras as per policy) the pertinent fact of the incident.

Daily log sheets updated to provide evidence of daily routing and events or incidents, using trust paper work and Datix reporting.

When required, apply control and restraint techniques as per approved criteria/training i.e. direct physical contact where the intention of the person intervening is to prevent, restrict, or subdue movement of the body, or part of the body of another person; to fulfil the duties and responsibilities in line with health board policies and processes to protect staff, patients and visitors

Manage disturbances on health board hospital areas to ensure safety of all and when appropriate escort unauthorised persons off the organisations premises adhering to relevant policies procedures, and legislation.

### 4. Planning & Organisational Skills

National Profile	2	Profile	2
Factor Status	Matched	Score	15

#### Relevant Job Information

Arrange the most appropriate means of transport based on the item being moved and the time of the day from a choice Welsh Ambulance NHS Health Board, local taxi company, private ambulance providers or couriers.

In an emergency or major incident work with the senior manager and initiate the lock down protocol and maintain security of designated site. Once emergency has dissipated instigate the unlock protocol.

Ensure the flow of critical information when for example communications systems fail either through lack of power of signal etc or there is a major incident to ensure no lapse in security services supporting business continuity.

- Undertake regular patrols of the site taking appropriate action of any apparent security or car parking breaches and to report any incidents and/or damage in line with Local Operating Procedures.

### 5. Physical Skills

National Profile	3a	Profile	3
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Factor Status	Matched	Score	27
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### Relevant Job Information

When required, apply control and restraint techniques as per approved criteria/training i.e. direct physical contact where the intention of the person intervening is to prevent, restrict, or subdue movement of the body, or part of the body of another person; to fulfil the duties and responsibilities in line with health board policies and processes to protect staff, patients and visitors.

## 6. Patient / Client Care

National Profile	1	Profile	1
Factor Status	Matched	Score	4

### Relevant Job Information

Manage disturbances on health board hospital areas to ensure safety of all and when appropriate escort unauthorised persons off the organisations premises adhering to relevant policies procedures, and legislation.

## 7. Policy & Service

National Profile	1	Profile	1
Factor Status	Matched	Score	5

### Relevant Job Information

Maintain a professional appearance in line with the Health Board/Departmental dress code (wearing of appropriate PPE including stab proof vest and body cameras).

Manage disturbances on health board hospital areas to ensure safety of all and when appropriate escort unauthorised persons off the organisations premises adhering to relevant policies procedures, and legislation.

## 8. Financial & Physical

National Profile	2c	Profile	2
Factor Status	Matched	Score	12

### Relevant Job Information

Ensure all car parking equipment is working correctly and report any faultsTransport requests will include the movement of staff, parcels, specimens, blood samples, drugs and notes and record all transport requests

## 9. Human Resources

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National Profile	1	Profile	1
Factor Status	Matched	Score	5

### Relevant Job Information

Undertake ongoing personal, professional and management development in line with the responsibilities of the post including mandatory training and is responsible for keeping this training up to date.

## 10. Information Resources

National Profile	2a-3a	Profile	2
Factor Status	Matched	Score	9

### Relevant Job Information

Carry out when authorised any Data downloads/record incidents for providing evidence for Investigation purposes as required in line with directives of the Trust and in line with the Data Protection Act, Health Board Policy and Local Operating Procedures.

Monitoring SALTO system, updating and creating new SALTO cards, changing batteries on SALTO doors, ensuring that all SALTO information is logged using the appropriate paperwork. Report any faults of door access systems (PC based software) ensuring access and security systems are working.

Monitor multiple screens CCTV (Public Space Surveillance) system on a regular basis and to use equipment to identify, monitor & log suspicious/threatening behaviour or activity and to report accordingly as and when required. Respond to any alerts identified by phone call or CCTV monitoring. Monitor CCTV images to control car parking spaces for traffic control.

## 11. Research & Development

National Profile	1	Profile	1
Factor Status	Matched	Score	5

### Relevant Job Information

Comply with audit recommendations and risk assessment recommendations to make the workplace and work practice safer and assist when required to do so, in any risk assessment activity undertaken.

## 12. Freedom To Act

National Profile	3	Profile	3
Factor Status	Matched	Score	21

### Relevant Job Information

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- Undertake a wide range of security and car parking duties in accordance with Health Board policies and procedures.
- Provide security assistance as required in accordance with Health Board Major Incident Procedure, Lockdown Policy, Missing Patient and Suspicious Package Policies and to ensure, the safety and protection of patients, staff, visitors, contractors and any other legitimate site users against violence and aggression and property against loss, theft, damage, and waste.

### 13. Physical Effort

National Profile	2d-3c	Profile	3
Factor Status	Matched	Score	12

#### Relevant Job Information

Using controlled restraints using physical intervention whereby staff are required to have direct physical contact where the intention of the person intervening is to prevent, restrict, or subdue movement of the body, or part of the body of another person.

Kneeling, crouching, twisting, bending or stretching

Often

Various times

Using restraint techniques dealing with conflict

Working in uncomfortable/ unpleasant physical conditions

Often

Various times

Using restraints techniques in small areas and on site grounds

Walking / Running

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Often

Various times

Running / Walking at a brisk pace to attend calls around site of violence and aggression and site patrols , prolonged periods of standing and walking

Lifting weights/equipment without mechanical aids

Often

Various times

Using barriers to block off roads and car parks

Lifting patients and public during restraints

Self defense

Often

Various times

Stopping patient or public from personal attack

Standing/sitting with limited scope for movement for long periods

Often

Various times

Operating CCTV system

### 14. Mental Effort

National Profile	2b- 3a	Profile	3
Factor Status	Matched	Score	12

Relevant Job Information

Are work patterns predictable e.g. Are you required to change from one activity to another by a third party request? There would be no prior knowledge of this interruption but plans have to be immediately change to respond to it.

Often

Various times

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Required to change activity on service requirement as and when required

Attend meetings

Often

Various times

Departmental meetings and one to one meetings to discuss security issues

Prepare detailed reports

Often

Various times

Required to write accurate security report incidents and logs

Police witness statements

Conflict management

Often

Various times

Deescalate confrontation

### 15. Emotional Effort

National Profile	2 - 3a	Profile	3
Factor Status	Matched	Score	18

Relevant Job Information

Dealing with difficult situations/ circumstances

Daily

Various times

Dealing with confrontation , mental and health issues

Dealing with people with challenging behavior

Daily

Various times

Dealing with complaints, issues and V&A situations with members of the public and patients.

Training Courses for staff

Occasionally

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Various times

On the job training for CCTV, SALTO , Transport Hub Desk

Car Parking duties

Daily

Various times

Issuing tickets with fear of confrontation

### 16. Working Conditions

National Profile	4a-5	Profile	4
Factor Status	Matched	Score	18
Relevant Job Information			

Driving/being driven in normal situations

Often

Various times

Drive trust vehicle around site on patrol or to an incident

Exposure to aggressive verbal behaviour where there is little/no support from other staffing groups

Often

Various times

Support from other security guards within team.

Exposure to aggressive physical behaviour where there is little/no support from other staffing groups

Often

Various times

Support from other security guards within team.

Fear of violence

Often

Various times

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Attending V&A calls, unsure of potential outcomes.

Unpleasant smells/odours

Often

Various times

Exposure to smells and bodily fluids