



CATHEDRAL HEAD OF SECURITY

VACANCY INFORMATION



Peterborough Cathedral is one of the finest Norman Cathedrals in England. Founded as a monastic community in 654 AD, it became one of the most significant medieval abbeys in the country, the burial place of two queens and the scene of Civil War upheavals.

The Cathedral Precincts encompass an area of approximately 16 acres and include a diverse range of historic buildings, many of which are managed by the Cathedral with some being privately owned. Being of special historic interest, the Cathedral and its Precincts is part of Historic England's Registered Parks and Gardens and the area is enjoyed by local people, visitors and families alike. Located in the heart of the city, the Cathedral plays host to a number

of venues for major civic and diocesan services as well as for large concerts, exhibitions, festivals and other special events. The daily round of prayer and worship is central to the Cathedral life and makes this a dynamic place, attracting people from all diverse backgrounds and from many nations.

The Role:

The Cathedral is looking to recruit a full time Head of Security, an integral part of the Estates and Facilities team. Their primary role is to execute duties that create and sustain a safe and secure environment for staff, volunteers and all visitors to the Cathedral and its Precincts, whilst protecting the Cathedral assets from damage, misuse or theft. The successful candidate will report directly to the Estates and Facilities Manager, reviewing weekly schedules and priorities. The role also includes supervision of a small security team, to include rota preparation and tasking, performance management and ensuring the team is operating well.

The role is visitor-facing and, as a member of the Cathedral team, represents the Cathedral to the public, so conduct, manner and behaviour should at all times reflect our core values; Joyfulness, Generosity, Inclusivity & Integrity, ensuring that visitors are made to feel very welcome. Creating a positive visitor experience is of great importance in this role.

Working closely with the Operations Team and the Cathedral Vergers, the successful candidate will plan for the security for upcoming events and activities, including worship, keeping everyone safe. The Precincts and the Cathedral attract a very diverse group of people, some of whom can be challenging, so the successful candidate will sometimes need to carefully manage delicate or hostile situations.

The role requires weekly security reports and statistics, updating as appropriate on urgent security matters, and advising on security issues and training for the wider team. There are also equipment and vehicle access responsibilities within the role.

The Head of Security Officer works with both paid and volunteer members of staff in undertaking their duties.

Main Duties:

- Responsible for maintaining a safe and secure environment, supporting all departments with security related issues.
- Efficient running of the Security Team to meet the business needs.
- Actively participate in the weekly and monthly diary meetings; or send a representative.

- Unlocking / Locking the Cathedral and precincts as required,
 - Making sure all designated fire escapes are open and free from obstruction at all times when the Cathedral is open to the public.
 - Regularly patrolling the Precincts and maintaining a visible presence, checking for unusual activity or antisocial behaviour and taking appropriate action when required.
 - Helping deliver a first-class visitor experience.
 - Signposting vulnerable adults to the Appropriate help
 - Reacting to any calls for assistance within our property, assessing the severity of the issue and escalating as necessary.
 - Monitoring individuals suspected of potentially challenging behaviours, including begging, verbal out bursts, alcohol consumption or taking recreational drugs and taking action as appropriate.
 - Reporting any issues on site that could be identified as a security hazard.
 - Undertaking traffic access, parking and control duties for the precincts.
 - Monitoring and controlling access to the Cathedral when Welcomers or Stewards are not available.
 - Monitoring and managing the vehicular access into the Precincts via the Wheel Yard barrier.
 - Holding the 'City Link' radio as required and liaising with the Cathedral Team if advised that known persons of interest are entering the Precincts.
 - Maintaining the tidiness of the Precincts and taking actions considering any potential hazards, including daily early litter picking of the West Front lawn and moving the refuse bins in position for the weekly collection.
 - Assisting with the distribution and clearing of chairs when required.
 - Security of the movement of cash around the building and supporting the emptying of
 - Respond to first aid calls when necessary as part of the wider Cathedral Team
 - On occasions assist with routine weekly fire alarm tests.
 - Responsible for the management of Cathedral keys, ensuring the register is kept up to date at all times and keys are issued and returned in line with the policy.
- You may be required to undertake other tasks as necessary for the smooth running of the Cathedral, as directed by the Chapter through the Executive.

Essential Skills

- **Management of a team**
- **Report writing**
- **Being proactive rather than reactive**
- **Delivering specific security training for members of the team**
- Asset protection experience, used to operating successfully in public spaces where there is a degree of risk.
- Exceptional communication skills, including written and verbal outstanding negotiation skills and the ability to de-escalate and diffuse potentially volatile situations by demonstrating calm but assertive behaviour, with the appropriate verbal and non-verbal techniques.
- An organised and methodical approach to routine, with attention to detail.
- An understanding of the principles of delivering an exceptional visitor experience.
- Highly observant.
- A 'team player' and able to follow protocol.
- Physically fit and able to spend long periods of the day on foot.

Minimum Requirements:

- 5 GCSE's including English and Maths.
- Experience of working in security or a closely related industry.
- Has a current Security Industry Authority (SIA) Door Supervision Licence. Would we put someone through it if they didn't have it / expired?
- Able to use IT equipment and be computer literate using Word, Excel, Outlook and Teams.
- Able to work in all weathers.
- Physically fit and active.

What we can offer

As well as a beautiful working environment and the opportunity to work with a great team of people, we can offer:

- A salary of **£ 24, 878 p.a.**

- 37.5 hours per week on a rota basis, flexible around seasonal changes and the Cathedral's programme. Core working hours will typically be between the hours of 0700 and 1900 over seven days with regular late evening and weekend working. A time off in lieu policy is in place, no overtime payments are made.
- Membership of the Cathedral's pension scheme and Wellbeing scheme after completion of the probationary period.
- 25 days holiday per annum plus public holidays
- Free on-site parking
- This is a permanent post, subject to satisfactory probationary period

Further information

All employees are required to abide by the Safeguarding policy, Health & Safety policies, GDPR and other general Cathedral Policies.

- All Cathedral employees are required to undertake all appropriate training as and when offered or required.
- The appointment will be subject to a probationary period of three months, and is then subject to confirmation. The Cathedral has a continuing formal appraisal process.
- Whilst it is not required that the post holder should be a member of a church congregation, it will be important for them to understand the faith dimension of the life and work of the Cathedral so that the needs of pilgrims and worshippers are supported when necessary through the security function.

The Chapter of Peterborough Cathedral takes the safety of every person within the Cathedral very seriously and expects that everyone will work within the Cathedral safeguarding policy. In particular, the Cathedral expects anyone who becomes aware of a safeguarding risk or of actual abuse, to immediately raise this with the Cathedral Safeguarding Officer or the Diocesan Safeguarding Adviser (DSA) or Assistant DSA.

Disclosure and Barring Service:

This role will be conditional upon receipt of a satisfactory DBS check.

We are an equal opportunities employer.

Further Information and How to Apply

Applications should consist of a full CV, completed application form and covering letter outlining key matching experience and rationale for applying for the post. These should be sent by email to: dean.pa@peterborough-Cathedral.org.uk

For a confidential and informal discussion please contact the Cathedral's Estates and Facilities Manager, Tom Küpper, efm@peterborough-Cathedral.org.uk, 01733 355306

The closing date for applications is Friday 12th April

Interviews are expected to be Monday 15th April