

ST. JAMES'S HOSPITAL

<u>Job Title:</u>	Security Supervisor – Contracts Oversight
<u>Grade:</u>	Security Supervisor
<u>Area of Assignment:</u>	Facilities Management Security
<u>Reporting Relationship:</u>	Facilities Management Security Operations Manager
<u>Salary Scale:</u>	€29,020 - €45,988 (LSI x 1)
<u>Closing Date:</u>	Sunday, 28 th July 2024
<u>Ref:</u>	000547

PURPOSE OF THE ROLE

As a Security Supervisor with oversight of security contractors, you will play a pivotal role in ensuring the safety and security of St James's Hospital Campus while overseeing the activities of contracted security personnel in line with the contract management structure. You will work closely with both internal security staff and external contractors to maintain a cohesive security strategy, enforce policies, procedures and standard operating guidelines (SOGs), and respond effectively to incidents. This position requires strong leadership skills, attention to detail, and the ability to foster collaborative relationships.

MAIN ROLE, DUTIES AND RESPONSIBILITIES

Contractor Supervision:

Provide direct supervision and guidance to contracted security management and personnel, ensuring they adhere to established guidelines, protocols, standards, and contractual agreements.

Training and Development:

Coordinate the delivery of training sessions for contracted security staff to ensure they are proficient in emergency response procedures, use of security equipment, and compliance with SOGs.

Performance Monitoring:

Regularly assess the performance of all contracted security personnel through observation, feedback, and performance evaluations. Address any deficiencies or concerns promptly and implement corrective actions as needed.

Communication Liaison:

Serve as the primary point of contact between internal security management and contracted security service provider/s. Facilitate effective communication channels to relay important updates, directives, and or incident reports.

Quality Assurance:

Conduct periodic audits and inspections of contracted security services to ensure compliance with contractual obligations, regulatory requirements, and industry best practices. Identify areas for improvement and implement corrective measures as necessary.

Emergency Response Coordination:

Collaborate with contracted security personnel during emergency situations to ensure a coordinated response. Provide guidance and support to contracted staff to effectively manage incidents and mitigate risks to patients, visitors, and staff.

Policy Enforcement:

Enforce security policies, procedures, SOGs and protocols consistently among both internal security staff and contracted personnel. Address any violations or deviations from established standards promptly and implement corrective actions as necessary.

Documentation and Reporting:

Maintain accurate records of contractor activities, including identified incident reports, shift logs /patterns, as well as SO and Management performance evaluations. Generate regular reports summarising key metrics, trends, and observations for review by the security operations team.

Continuous Improvement:

Proactively identify opportunities to enhance the effectiveness and efficiency of contracted security services. Recommend process improvements, technology upgrades, or training initiatives to optimise St James's Hospital security operations.

Participate and cooperate with legislative and regulatory requirements in relation to Health and Safety as outlined in the Safety, Health and Welfare Act 2005 and the Hospital Safety Statement

Note: This position requires a unique blend of security expertise, leadership skills, and familiarity with healthcare security operations. The successful candidate will demonstrate the ability to effectively oversee contracted security services while upholding the highest standards of safety and security within the healthcare environment.

REQUIREMENTS

Each candidate must:

- i. Hold a valid PSA Licence
- ii. Have a minimum two years' experience in Healthcare Security Supervisory experience
- iii. Possess a Full Clean Irish Driving Licence
- iv. Be proficient in Microsoft Office

Desirable:

- Team Player with ability to work on own initiative
- Demonstrable experience of practice and procedures relevant to the area of work

PARTICULARS OF OFFICE

1. The appointment is **Permanent, Full-Time and Pensionable**
2. Annual Leave allowance is **23 days per annum.**
3. The person appointed must not give less than **one month's** notice, in writing, of intention to resign.
4. Normal working hours will be **39 hours per week.**
5. You will be required to work the agreed roster/on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 7.00am – 7.00pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement
6. Incremental credit is normally granted on appointment, in respect of previous relevant experience in the Civil Service, local authorities, health service, public service bodies and other agreed relative experience.

GENERAL

1. The Hospital Board will not be responsible for the loss or theft of personal belongings.
2. Fire orders must be observed and staff must complete fire training every 2 years
3. All accidents within the department must be reported immediately.
4. In accordance with the “Safety, Health and Welfare at Work Act 2005”, all staff must comply with all safety regulations.
5. St James’s Hospital is a Tobacco Free Campus. The use of Tobacco or Electronic Cigarettes is not permitted within the Hospital Buildings or on the grounds.

CONFIDENTIALITY

In the course of your employment you may have access to or hear information concerning the medical or personal affairs of patients and / or staff, or other health services business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

PROFICIENCY IN THE ENGLISH LANGUAGE

A level of proficiency in the English language is a requirement of all roles within St. James’s Hospital. Proficiency in spoken English is assessed during the interview process.

HEALTH

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

INFECTON CONTROL AND HYGIENE

It is the responsibility of all staff across the hospital to ensure that infection control and hygiene standards are adhered to and maintained at all times.

ENQUIRIES

Mr. Alan Buckley, Campus Shared & Associated Services Lead | FM Security Operations Manager; Phone: 01 428 4196 / +353 87 268 2119; Email: abuckley@stjames.ie

APPLICATION PROCESS

To apply for this position, please complete the relevant online application form in full no later than closing date **Sunday, 28th July 2024.**

A panel may be formed from which future vacancies will be filled

St. James' Hospital is an Equal Opportunities Employer