



DALKEITH
COUNTRY PARK



WHO WE ARE

Buccleuch is a diverse and innovative business with a passion for sustainable land use in rural Britain. People are at the heart of Buccleuch, in particular, colleagues, tenants, customers and visitors. Our commercial enterprises, including leisure & hospitality, agriculture, forestry, energy, rural estates property and commercial property, provide approximately 500 jobs in local communities, with around 90 people working in Dalkeith Country Park.

Dalkeith Country Park is a truly special place. Just a few miles from Edinburgh, it's home to Fort Douglas adventure playground and Restoration Yard, set in a beautiful 1,000-acre country estate. With over 300 years of history, a 700-year-old oak wood and miles of waymarked trails, visitors can enjoy exploring the park before a delicious meal in our restaurant, The Kitchen, or a browse around our wonderfully eclectic shop, The Store. You'll even find a Wellbeing Lab offering a wonderful timetable of yoga and fitness classes.

For more information about us, and what we do, look at our websites here:

www.restorationyard.com

www.dalkeithcountrypark.co.uk

OUR VALUES



- We treat each other with respect
- We do our best for customers
- We care about our communities
- We actively manage our impact on the environment

WORKING FOR US

Chef, Security, Lettings Agent, GIS Technician, Gardener, App Developer, Joiner, Wildlife Ranger, Barista, Forester, Surveyor, Retail Assistant, House Guide, Project Manager, Finance Assistant, Fencer, Site Engineer...

Just some of the many and varied roles people carry out at Buccleuch and chances are, you won't have worked anywhere like it before. If you join us, you can expect to be busy and challenged, but you'll never find it dull. Colleagues are encouraged to use their initiative and many have had the opportunity to develop their roles. We're particularly committed to safety and wellbeing and we like to think this is a great place to work.

In our last People Survey colleagues reported that they are proud to work for Buccleuch, they understand what is expected of them and feel that their team environment is supportive. Here's what some of our colleagues had to say:

"It's a great place to work"

"Buccleuch is unique but it's the people that really make it"

"I enjoy being part of the team"

"I felt really valued during what has been a difficult time"



"The company has really demonstrated commitment to everyone's wellbeing"

"The mansion houses and grounds are so beautiful and it's interesting to work with a family whose roots trace back to King Charles II and beyond"

THE ROLE

Role title	Security Officer (casual)	Perm/temp	Permanent
Location	Dalkeith Country Park	Hours & rate	Variable hours at £11 per hour
Start date	1 June 2022	Manager's role	Security Manager

We are looking for a Security Officer to cover holidays, absence and busy periods on an as and when required basis. This might be a day shift (7am to 7pm), a night shift (7pm to 7am) or a back shift (2pm to 12am).

As a Security Officer for Buccleuch, you will ensure that the highest level of protection is maintained for Buccleuch's vast collection of assets, across all our Estates. Based at our Security Hub at Dalkeith Country Park, you will:

- Provide excellent customer service whilst protecting Buccleuch colleagues, property and other assets in line with company procedures.
- Reduce the number of incidents
- Effectively deal with any issues that arise

You will find more detail about the day-to-day responsibilities and tasks involved in this role at the end of this pack.

THE PERSON

Essential candidate skills & attributes

- Excellent communication skills with a strong customer focus
- Able to work independently as well as part of a team
- Maintain stringent levels of confidentiality
- Competent IT (both software & hardware) skills with an understanding of security technology
- A can-do attitude and willingness to provide support and assistance to colleagues
- Positive and flexible approach
- Reliable and punctual with excellent time management
- Trustworthy with high levels of discretion

Qualifications

- Full UK driving licence (with access to own transport desirable as there is limited transport to Dalkeith Country Park)
- SIA front line licence (minimum guarding/door supervisor preferred)
- SIA CCTV licence
- First aid certificate (desirable)

Experience

- Similar experience in the security industry
- Experience in a security control room (desirable)
- CCTV (desirable)

You don't need to be a pirate or a knight to work here but it helps!



ROLE SPECIFICS

Day-to-day tasks and responsibilities are as follows:

Protection of Property and Premises

- Prevent and deter unauthorised access to site
- Monitor and react to fire alarms and intruder alarms
- Monitor CCTV
- Conduct external and internal security patrols
- Carry out routine tests of security equipment
- Manage keys and perform locking and unlocking duties
- Ensure all equipment is managed and maintained to a high standard
- Maintain logbooks and records
- Co-ordinate and liaise with Emergency Services as required (this could include services that need access for tenants).

Health and Safety

- Provide support, guidance and information to employees, visitors and contractors whilst ensuring the safeguarding of the premises
- Ensure health and safety procedures are followed, recording and reporting faults, health and safety hazards and unsafe working practices
- Ensure walkways and emergency escape routes are kept clear
- Notify the Security Manager in the event of an emergency and follow the instructions given
- Investigate the cause of alarm activations and report on any that are worthy of follow up investigations.

Prevent Loss and Waste

- Report instances of property at risk
- Report instances of property that has been lost, stolen, damaged or vandalised
- During patrols, switch off unnecessary lights and close windows.

Prevent and Deter Crime

- Operate radios, surveillance cameras, mobile phones and any other security equipment
- Carry out initial investigations on incidents, suspicious activities, objects and vehicles and report these both verbally and in writing
- Conduct colleague security searches in line with company policy.

Customer Service

- Take responsibility for investigating issues that colleagues and visitors report
- Ensure you give a good impression of the company by being well-presented and professional in appearance
- Answer telephone calls with a friendly and professional attitude.

Continuous Improvement

- Identify opportunities for improving practices and processes, and feedback these to the Security Manager.

Other Responsibilities

- Ensure a thorough handover in line with company procedure is given to the next Security Officer on shift
- Ensure all paperwork is completed in a timely fashion
- Comply with Data Protection and SIA legal requirements, guidance and best practice.

We ask all our colleagues to:

- Be familiar with, and adhere to our company policies, guidance and practices
- Co-operate with colleagues to ensure that Buccleuch is a safe place to work and visit and report any concerns to a relevant manager or a member of the safety team
- Undertake other duties as may be required from time-to-time and are consistent with the overall responsibilities of the role.

APPLYING FOR THE ROLE

Sound interesting? If you haven't already applied and think you have the right skills, attitude and experience to join our team, we would love to hear from you! To apply, simply email your CV and a covering letter to our recruitment team at recruitment@buccleuch.com. Please indicate your preferred working hours.

If you have any questions about the role, would like this information presented in a different format, or would like more information about our application process, please contact us at recruitment@buccleuch.com.