



Job description			
Job title	Security Officer		
Grade	Pay Band D Plus 33% shift allowance		
Directorate	Safer Communities		
Service/team	Security		
Accountable to	Patrick Titman, Security Manager		
Responsible for	See the duties list below		
JE Reference		Date Reviewed	December 2025

Purpose of the Job

The provision of security services that support the reduction of crime in Knowsley. The protection of Council assets and property from vandalism, theft and arson. Community safety including CCTV monitoring using an intelligence based model is a key element of the role.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Alarm monitoring duties

1. Responding to all alarm activations on Knowsley buildings. Picking up keyholders when required and taking to site.
Moving trespassers away from site when safe to do so.
Assist with resetting of alarms
2. Drive a council vehicle only for authorised purposes for example alarm response. All vehicles must be checked to ensure roadworthiness before use and that check recorded. A telemetric system is in use to ensure correct use of the vehicle and driver behaviour.

Control room operations

1. Effective monitoring of all Council based CCTV systems terminating in the CCTV control room. The monitoring will be at times intelligence led and will involve working with Police and other agencies.
2. Use of the Bold alarm monitoring system for fire, intruder, panic alarms and lone worker. This includes accurate and up to date entering of information regarding incident details and keyholder details etc.
The lone Working device service and the timely and accurate logging of all details is essential as this is a safety critical service.
3. Have a thorough working knowledge of all systems in the control room.
4. Maintain confidentiality at all times and ensure the integrity of the control room.
5. Answering all emergency duty team calls taking the appropriate action and accurately recording the call details.
Logging of homelessness calls and reporting to the appropriate person accurately and in a timely fashion.
6. Must sign up to and accept the Code of Practice for the operation of CCTV in Knowsley. Ensure all legal requirements are adhered to
Comply with General Data Protection Regulations and Regulation of Investigatory Powers Act when using CCTV systems.
7. Check and report camera outages to the CCTV manager.
8. Self manage when security manager is not present.
9. Liaise with Emergency Duty Officer as required and record all details accurately
10. Use of Police Airwaves radio system as and when required ensuring correct radio procedures are adhered to.
11. Issuing and receipt of keys out of hours as required
12. At all times be professional, courteous and diligent when dealing with emergency calls into the control room.
13. Downloading of any incidents captured on CCTV for Police and other agencies



Other information

Duties will be carried out for jobs up to and including those in the same grade, providing such duties are within the competence of the employee.

A rotating three week shift pattern is in operation based on a 36 hour working week working 12 hour shifts.

A system of managed leave is in operation and no more than one person per group is allowed off at any time.

A period of notice of 24 hours is required before any leave is granted.

Attend court as a witness when required and provide statements when requested.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.



- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.