



Application Pack

Ref: WA311

Senior Beadle (Security Supervisor)

Salary £39,137.99 per annum

Full-time Permanent

**An average of 40 hours per week
(including nights)**

Advert Date: 4 April 2024

Closing Date: Candidates will be contacted at the earliest opportunity for a pre-screening meeting with the employment agency (Recruitment Heroes)

Westminster Abbey



Contents

- About Westminster Abbey
- Job description and Person Specification
- Working for us
- Equality statement
- Safeguarding
- How to apply

About Westminster Abbey

Above all else, the Abbey is a church, a place of prayer and praise and holy ground at the heart of the nation. It is also a treasured part of Britain's heritage and a leading venue for tourism. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great women and men from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians.

Neither a cathedral nor a parish church, Westminster Abbey (or the Collegiate Church of St Peter in Westminster to give it its correct title) is a Royal Peculiar under the jurisdiction of a Dean and Chapter and with direct accountability to the Sovereign. This relationship with the Sovereign dates back to the origins of the Abbey over a millennium ago, but its current form stems from the Charter granted to the Abbey by Elizabeth on 21st May 1560.

We are a welcoming community, but also complex and multi-faceted, with nearly 600 highly committed employees and volunteers. We have deep respect for the heritage of which we are the custodians, but we evolve continuously to meet the opportunities of the future. In recent times this has included the creation of new departments to focus on transforming our digital presence and delivering a significantly expanded programme of public and community engagement. In addition, our newly created Employee Engagement Forum and Social Engagement Statement is helping us to support and develop our staff and volunteers. We have also reshaped our governance arrangements, including a new Strategic Board to help us navigate the challenges and opportunities of the coming decades.

Westminster Abbey's mission is:

- To offer daily divine Worship to Almighty God and resource the Church in this vocation;
- To serve the Sovereign;
- To proclaim the Gospel to the nation and Commonwealth, celebrating the distinctive witness of the Christian faith and engaging with the public square;
- To provide a safe, welcoming and inspiring environment for all who come to the Abbey;
- To act as responsible stewards of God's gifts.

Our Values:

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

Following the State Funeral of Queen Elizabeth II and the Coronation of King Charles III and Queen Camilla, which were broadcast to national and international audiences in their millions, interest in the Abbey is very strong. We attract over a million visitors from around the world every year, and our summers and peak period are incredibly busy. However, we receive no regular income from the State, the Church of England or the Crown, and rely almost entirely on income from visitors.

It is an exciting time to join the Abbey, and we look forward to receiving your application and if successful, welcoming your contribution to the Abbey's history.

Job Description

JOB TITLE:	Senior Beadle
ACCOUNTABLE TO:	Deputy Head of Security
DIRECT REPORTS:	Security Beadles
DEPARTMENT:	Security
KEY RELATIONSHIPS:	<p>Internal: Head of Security, The Dean and Chapter, HR, and all other Abbey staff, worshippers, visitors, residents, and members of the public.</p> <p>External: Police and other emergency services when appropriate, and businesses/stakeholders within Abbey Precincts.</p>
BACKGROUND:	Westminster Abbey is both a place of daily worship, and is one of the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and lively community work at the Abbey comprising around 300 employees and a similar number of volunteers.
JOB SUMMARY:	Westminster Abbey is both an internationally renowned place of daily worship, and one of the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and dedicated community work at the Abbey, comprising 300 employees and a greater number of volunteers.

MAIN DUTIES AND RESPONSIBILITIES:

1. Carry out the key operational tasks of the Deputy Head of Security during nights, weekends and other periods of the Deputy Head of Security's absence, including supervision across the shift, and providing a point of contact in case of an emergency.
2. Supervise and support the duty team to maintain the security of the Abbey and its precincts, as well as the security and safety of the staff, residents, visitors and worshippers, in accordance with, and conforming to, current Security SOPs. This entails supervising specific security duties of access control, foot patrolling, gate and barrier/bollard duty, locking/opening up, daily monitoring of alarm and CCTV systems, searching visitors and premises, deterring retail theft, and controlling parking arrangements, and escorting cash transit, within the Abbey precincts. This is not an exhaustive list of tasks, and Senior Beadles may be required to attend to other security duties, depending on the situation, or as directed by security management.
3. Assess, and take initial control of, incidents, and summon relevant emergency services where there is danger to persons or property or when deemed necessary. Provide liaison and assistance to any emergency responders, and follow Critical Incident Procedures.
4. Carry out general observation to maintain an overall awareness of the site, and deal with incidents and suspicious occurrences throughout all areas of the Abbey precincts, including the provision of 24-hour security to Abbey residents and those at the boarding preparatory Choir School.
5. Comply with all Standard Operational Procedures concerning the safety and security (including Fire Safety and Emergency Evacuation) of the Abbey site.

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6. Be responsible for oversight of fire safety on a shift basis, liaising with fire contract companies if required, ensuring that a weekly check of the fire alarm system is conducted, and escalating any matters to the Deputy Head of Security, or Head of Security.
 7. Initiate/supervise the evacuation/lock-down of the Abbey precincts in an emergency or, when the evacuation/lock-down is being conducted by security management, or the Receiver General, assisting as directed or pre-planned. Assist with delivering related training and regular exercising, and ensure that Hostile Vehicle Mitigation at the South Gate is fully checked weekly, and logged, with any defects reported.
 8. Communicate critical information as appropriate to management, clergy, staff, and residents, including sending authorised, templated, incident messages on the Abbey Alert system. Cascade relevant information to neighbouring venues and organisations as agreed.
 9. Supervise and support the onsite Security Beadles, acting as the initial point of contact for all enquiries arising, and on-site management as follows:
 - a) Handling employee absence communication, including dealing with absence notification from Security Beadles, notifying relevant colleagues and taking appropriate steps to ensure there is adequate security cover at all times.
 - b) Approval of all holiday requests and entering holiday details onto the HR database received whilst on duty.
 - c) Following the sickness absence of Security Beadles, facilitate return to work meetings on first day of return, complete relevant documentation and submit to HR as required.
 - d) Involvement in mentoring as required, together with appraisal, performance management, and motivation, of direct reports.
 10. Involvement in other staffing and supervisory responsibilities, including recruitment processes, and basic investigations, as required.
 11. Provide a daily briefing to the on-site Security Beadles, and debrief to the Deputy Head of Security or, in their absence, Head of Security, as required. Add updates to the Daily Running Order, if the Security Coordinator is not on site, and ensure that written handovers are provided for the oncoming Senior Beadle.
 12. Leading by example to uphold appropriate conduct and demeanour, ensuring team are correctly dressed in issued Abbey uniform as directed, and maintaining the standards of Security Beadles' professional presentation at all times, including Personal Protective Equipment (PPE) provided in accordance with health and safety regulations.
 13. Carry out any other reasonable tasks as may be instructed by the Deputy Head of Security, or Head of Security, including a specified portfolio of responsibilities, e.g. training and forward duty planning.

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires an enhanced level criminal record check.

Person Specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

Essential Criteria

Qualifications (*Application Form/Interview*)

1. A security qualification, minimum of BTEC Level 3 in Security Management, or relevant equivalent, such as police/military.
2. Requirement to undertake an *enhanced* DBS check.

Skills/Aptitudes/Knowledge (*Interview*)

3. Excellent verbal communication skills – to be persuasive, firmly polite, and able to deal with critical incidents under pressure in a calm nature when required.
4. Demonstrate ability to act decisively and intelligently, on own initiative when required, and to command and control potentially challenging situations.
5. Ability to manage accredited parking, and prevent vehicle congestion, within the estate.
6. Ability to work alone at heights, including the supervision and implementation of flag hoisting, whilst ensuring compliance with relevant H&S regulations.
7. Demonstrable basic numeracy skills in order to process timesheets, overtime and other expense claims.

Experience (*Application Form*)

8. Experience of identifying unusual or suspicious behaviour, or potential threats, and taking appropriate action to mitigate them.
9. Experience of responding to visitor/customer engagements, dealing with first line complaints, compliments, queries, and requests in a professional, and timely, manner, and also liaising with senior members of staff from other departments when required.
10. Experience of security team supervision, including private, police and/or military (unless promoted internally with proven aptitude for supervision), able to appropriately delegate tasks and deal with team issues in a decisive manner, as they arise.
11. Experience of escalating issues to management, or other departments, as appropriate, ensuring that the seriousness of all situations is fully conveyed and understood, and that any ensuing directive is carried out appropriately.
12. Experience of working effectively as a member of a team.

Personal Attributes and Circumstances (*Interview/Assessment*)

13. Demonstrates integrity, reliability, trustworthiness, and sound judgement.
14. Vigilant and fully aware of situations and surroundings.
15. Effective use of written communication skills to produce clear, concise and factual security incident reports and other relevant managerial documentation.
16. Aware of, and sensitive to, issues relating to sustainability, and providing a security service, within the ethos of a church environment.
17. Commitment to the Abbey values, particularly as they relate to the supervision of staff.
18. Able to stand, and walk, for long periods, including outside in all weathers, with the provision of appropriate uniform clothing.

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19. Able to work a variety of shifts, including regular nights, weekends and bank holidays, to provide supervisory cover and facilitate regular dialogue with direct reports and wider team of security staff.
 20. Willingness to undertake Continuous Professional Development and contribute to the learning and development of others within the team.

Desirable Criteria (Application Form/Interview)

21. Hold a SIA Door Supervisor, and/or CCTV, Licence.
22. Hold a valid Emergency First Aid and/or Mental Health qualification.
23. Speak a second language.
24. Previous experience of entering data on to databases, e.g. staff holiday and sickness absence, with effective use of Microsoft Word, Excel and Outlook systems.
25. Previous experience as control room supervisor.

This Job Profile will be kept under review and may be amended by the Dean & Chapter from time to time. Any proposed changes will be discussed with the post holder.

Working for us

Employment Status

This post is permanent.

Salary

The salary is £39,137.99 per annum and is paid on the last Friday of each month. Salary is reviewed annually.

Working Hours

These are an average of 40 hours per week on a rota basis including day, night and weekend shifts.

Night Shifts (essential for all staff)

The night shifts will include a five-week rolling rota, averaging out to 40 hours a week. This will include one weekend including Friday, Saturday and Sunday day shifts. There are two weeks of nights with week 3 being a Monday, Tuesday, Saturday and Sunday night. Week 4 is Wednesday, Thursday and Friday night. Week five is a float week and can consist of days/nights/week days/week nights or weekend days or nights. Ability to work across all shifts is an essential requirement of this supervisory role.

Annual Holidays

The full-time holiday entitlement is 31 days per annum, including recognised public holidays, rising to 33 days per annum in the fifth year of service.

Training

On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

Pension Scheme and Life Assurance

All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

Staff Discount

All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.

Season Ticket Loan

A season ticket loan is offered after satisfactory completion of a probationary period, repayable over 10 months.

Medical Insurance

The Abbey will pay 50% of premiums to join a nominated medical insurance scheme after one year's employment.

Uniform

If a uniform and/or Personal Protective Equipment (PPE) is provided, this must be worn at all times.

Equality Statement and How to apply

Equality Statement

The Dean and Chapter aim at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring Form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment.

How to Apply

Before you apply, you will need to register your interest and take part in a pre-screening meeting with the employment agency (Employment Heroes) at: security@recruitment-heroes.com. You will be able to discuss the role and the agency will assess your suitability to apply, before providing you with an application form and equality monitoring form, for completion and return to Westminster Abbey at: applications@westminster-abbey.org.

Before you Apply

Before completing an application form, you are advised to read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the 'Supporting Statement' section of the form to tell us how you meet each of the requirements. As well as your previous work experience (including a **full** career history of all employment, including month/year and detailing any gaps in the relevant section of the application form), tell us about other relevant experience such as community and voluntary experience. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please note that CVs **will not** be accepted and the pre-screening meeting is an essential part of the recruitment process for both internal and external applicants.

We regret that, due to the large number of applications we normally receive, we may only be able to contact or provide feedback if you have attended an interview. We appreciate your interest in our work at Westminster Abbey.