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| Job Outline |

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| **Post:** | Sessional Operations Room Assistant |
| **Responsible To:** | Operations Room Supervisor |
| **Employment Type:** | Bank |
| **Hours of Work** | **Variable** |
| **Salary:** | £14.6460 per hour (SCP 20D) |
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**Who are we?**

Kibble is Scotland’s specialist provider of services for at risk children and young people. By providing a range of integrated services, we help build positive futures for children and young people aged 5 plus, with complex social, emotional, and educational needs.

**What is the job function?**

Working within the Operations Room, you will ensure a secure and safe environment for young people, staff and visitors by monitoring and controlling a number of security systems. You will be responsible for coordinating visitor check-ins, including scanning and managing the access and movement of all staff, young people and visitors within the centre, all while adhering to strict safeguarding and confidentiality protocols.

**Main Duties:**

* Monitoring Close Circuit Television (CCTV) for Kibble properties and ensuring any suspicious or unsafe activity is promptly reported and recorded.
* When required, act as the first point of contact for staff and external visitors providing clear and accurate information.
* Manage the check-in and check-out process for visitors, contractors, and staff, ensuring they are properly identified and authorised.
* Log incidents and visitor activity in line with centre policies.
* Controlling and operating door entry/exit systems
* Respond quickly and appropriately to alarms or incidents, following established protocols.
* Maintain effective communication with Duty Managers and Head of Safe Centre, relaying critical information as needed.
* Provide general administrative support, including reception and main switchboard duties as required
* Conduct security screenings using the body scanner for young people, staff and visitors as necessary
* Carry out fire system checks
* Conduct regular system checks to ensure all security equipment is operational e.g. pager and radio systems.
* Distributing keys and other equipment to social work staff and ensure their return at the end of the shift
* Maintain strict confidentiality of sensitive information, including records and CCTV footage.
* Ensuring compliance with Health and Safety Standards for those who are within the centre.

**What skills, qualification and experience are we looking for?**

**Essential:**

* Strong observational skills and attention to detail.
* Excellent communication and interpersonal skills.
* Ability to remain calm and act quickly in high-pressure situations.
* Proficient in using CCTV and security monitoring systems or willingness to learn.
* Strong organisational skills with the ability to manage multiple tasks simultaneously.
* Understanding of confidentiality and data protection protocols (e.g., GDPR).
* Basic IT skills, including familiarity with record-keeping software.

**Desirable:**

* Previous experience in a similar role, particularly in a residential care or high-security environment.
* Previous experience of security/fire safety systems
* Educated to HNC level

**Notes:**

1. This job outline reflects the main tasks and responsibilities discharged by the post holder at the present time, however, Kibble reserves the right to alter or amend the content of this job outline to reflect changes to the job or services provided, while maintaining the overall character and level of responsibility for the post.
2. Notwithstanding any information or statement described within this job outline, all duties must be carried out in a way that promotes equality of opportunity, dignity and respect for all individuals and which is consistent with Kibble’s stated policy on equal opportunities.
3. The successful candidate will be subject to PVG Scheme Membership. Having previous convictions will not automatically disbar you from working at Kibble (with the exception of offences against children or other vulnerable groups) and every case is taken on an individual basis.

**How to apply?**

**Link:** Please visit our online recruitment site –**www.jobtrain.co.uk/Kibble** to complete and submit your application form.

**Closing Date:** Thursday 4th September 2025

**Note:** All candidates will be contacted by email. Please check your emails regularly, **i**ncluding your junk/spam folder.