

Job Profile – Tower Chief Security Officer

Location:	HM Tower of London
Reports to:	Head of Operations/ Deputy Governor
Responsible for:	Security and Control Room Manager
Budgetary responsibilities:	Security budget
Main customers to this role:	Tower Operations management and staff Media and Press Team Fire, Health & Safety Team HRP Security Advisor Events Team Tower of London residents, visitors and event guests Metropolitan Police (local / Counter Terrorism / Royalty & Specialist Protection) External Security contractors

Purpose of this role:

The Chief Security Officer is the leading Security Professional responsible for the corporate, physical security function for the Tower of London. This includes responsibility for the overall corporate security approach, strategy, and Tower security oversight. The aim of this specialist role therefore is to improve and enhance the physical security posture (and increasingly IT security), through identification and implementation of effective security measures.

Date: January 2024

Key areas of responsibility:

1. Develop, implement, and manage security strategy and associated processes, including financial management of the security budget. To thereafter maintain policies standards and guidelines related to Tower corporate security. This has specific reference to physical, personnel and information security expectations.
2. Direct staff in identifying developing, implementing, and maintaining security processes, practices and policies to reduce risk, respond to incidents and limit exposure. Thereby through risk analysis and strategic planning to protect the organisation from financial, physical, personnel and reputational risk.
3. Work closely with main customers of the CSO to provide a secure environment where people are safe and where they feel safe. Thereafter to oversee the continuous monitoring and protection facilities, ensuring the high level of security is constantly maintained.
4. Working with, and co-ordinating the Tower Leadership team (Duty Governors) to direct and develop an effective strategy to mitigate risk, manage crises and incidents, maintain continuity and protect the organisation.
5. Responsible for ensuring an efficient and effective security provision at all times. Providing a Royal Welcome, high-value visitor experience to all internal and external customers.

Recognising that staff will occasionally deal with difficult customers and when this occurs they follow policy - maintaining a high standard and professional approach at all times.

6. Responsible for overseeing the effective operation of the Control Room 24/7 ensuring the Control Room staff are correctly rostered within the legal framework of working time regulations. All Control room related equipment (CCTV/Alarms – Intruder and Fire) to be monitored and maintained in good working order (faults reported), incidents resourced appropriately, accurate records kept, and procedures followed. Including protection of information in line with GDPR.
7. Proactively manage, monitor, and appraise the performance of security staff within the Tower of London security team through the Security and Control Room Manager, ensuring high levels of security are always maintained. Ensure best practice is followed for all site security responsibilities including safeguarding, lost / found property, surveillance, alarms, liaison with the police and emergency services and security response.
8. Lead role in working with the Metropolitan Police Security Counter Terrorism Security Advisors to monitor the threat to the Tower from International Terrorism and Irish Dissident Republican Terrorism. Ensuring our approach to security is resilient, robust and target hardens the Tower of London from the terrorist threat.

Similarly, to maintain high standard of knowledge of the threat posed by extremist activity, protest and pressure groups, organised criminality, opportunist and indeed the Insider threat. To emphasis and drive the security element of all staff, where threat assessment and analysis of all issues by all staff creates an overarching and inclusive security regime.

9. The CSO is the security liaison with the Military in respect of the Guard deployed at the Tower. Recognition of the fact that the military guard is engaged as part of the security regime and to safeguard the Crown Jewels. It is provided based on a contract between the Ministry of Defence and Historic Royal Palaces.

In recognition of the detailed knowledge of the Duty Governor, the Officer of the Guard is to pay close attention to any guidance and requests received from them.

The Chief Security Officer is additionally the HRP representative and specifically the link with the Tower of London, the MOU (Memorandum of Understanding) of Armed Guarding Roles and responsibilities between Headquarters London District (representing the Armed Forces in London) and the Metropolitan Police Service Armed Response.

10. **Duty Governor:** The Duty Governor is the senior duty staff member in the Tower and acts on behalf of Tower Group Director. They are specifically responsible for security issues relevant to the site, emergency and incident management and all senior management issues concerning the Tower out of office hours.

As part of the Duty Governor roster, you will be expected to work some evenings and weekends, as required.

11. **Sensitive responsibilities:**

- Review and implementation of security measures concerning all asset security and management.
- Investigation of sensitive matters concerning all security related issues physical, personnel and information.
- Lead HRP role in security of Royalty & VVIP visits

- Lead role in Keywatcher responsibilities
 - Lead ToL role with Security agency staff
 - Lead Security input on projects involving access to the Tower or with Tower involvement.
 - Lead role in security and training initiatives – specifically Armed Close Protection Training with the Metropolitan Police, Royal Military Police, City of London Police, and other organisations, as well as Canine Explosive search and Police Search Team training.
 - Ensure effective networking to maintain high profile links with police and security through partnership and stakeholder engagement.
12. Ensure ongoing and effective communication and dialogue with Palaces Group and HRP security and facilities teams and colleagues through involvements with the Security Group meeting structure.
 13. Continuously seek ways to improve personal and organisational performance adhere to Codes of Conduct and deliver operational efficiencies. Research training needs and objectives and ensure all staff are appropriately equipped to meet the challenges and demands of their roles.
 14. To undertake any other reasonable tasks as requested by your manager

In addition to your main areas of responsibility, the core qualities and behaviours that are required from all our people for successful delivery of our charity's strategy are summarised below:

Memorable Experiences

Going above and beyond to create personalised experiences that inspire and provoke change

Simplify and Adapt

Cutting through complexity to find simple solutions and encourage agile ways of working

Money Matters

Generating the money to grow our impact and care for our palaces; creating a culture of getting better value and increasing our financial headroom

Fresh Thinking

Demonstrating the courage to push the boundaries, striving to stretch ourselves

In this Together

Working collaboratively across the organisation, investing time in building trusted relationships to create 'one team – one HRP'.

Inspire Success

Enabling and supporting your staff to succeed

Other requirements

In addition to the above employees are required to read and comply with the rules/standards contained in HRP's Code of Conduct, including Health and Safety requirements. The Code of Conduct can be found in the Staff Handbook.