



SECURITY CONTROL ROOM OPERATOR

DEPARTMENT: Estates
REPORTS TO: Assistant Security Manager
CONTRACT TYPE: Permanent

PURPOSE OF ROLE

The Security Control Room Operator will ensure the safety and security of the Royal Academy of Arts premises, artworks, visitors, and staff. This role monitors and manages security systems, responding to incidents, and ensuring effective communication with the on-site security team and emergency services.

KEY RESPONSIBILITIES

Surveillance and Monitoring

- Continuously observe CCTV footage, access control systems, and alarm systems for any signs of unusual or suspicious activity within the Royal Academy of Arts

Incident Management & Escalation

- Respond promptly to security breaches, alarms, and other emergencies, by dispatching and organising security staff
- Follow established protocols to ensure swift resolution and minimal disruption to operations
- Liaise with on-site security teams, emergency services, and management to coordinate responses and provide real-time updates during incidents

Reporting and Documentation

- Maintain accurate and detailed logs and reports of all incidents, actions taken, and communications
- Ensure compliance with Royal Academy of Arts policies and procedures
- Conduct regular monthly and quarterly checks on all control room equipment and promptly report any malfunctions or issues
- Carry out weekly, monthly and quarterly audits on security systems

Access Control

- Monitor and control access to the premises, ensuring only authorised persons and visitors are permitted entry

Health and Safety

- Comply with all relevant Health & Safety policies, procedures and regulations and take appropriate and reasonable care for the safety of colleagues and visitors to the Academy

Key Handling and Lost Property

- Manage the release and recall of site keys, report any missing keys and arrange for replacements to be made
- Ensure the secure management of lost and found items

Other

- A commitment to upholding the values and reputation of the Royal Academy of Art and maintaining a safe and secure environment for all
- Undertake any other duty which may reasonably be allocated by the Assistant Security Manager or Security Manager

PERSON SPECIFICATION

- Previous experience in a security control room or similar role, preferably within a museum, gallery or similar institution
- A valid SIA (Security Industry Authority) license. Certifications in CCTV operation, first aid, and emergency response are desirable
- Familiarity with security systems, including CCTV, alarm systems, and access control systems
- Exceptional observational skills with the ability to notice and respond to details and anomalies
- An excellent communicator, you will possess great interpersonal skills, and an approachable and friendly demeanour. You will have the ability to convey information clearly and concisely
- Able to work independently and as part of a team, you will be reliable and have a strong sense of integrity
- A critical thinker, you will be able to think quickly and resolve incidents effectively and calmly, especially in high pressure situations
- Adaptable, you will respond well to changing situations and react effectively to unforeseen circumstances

ROLE REQUIREMENTS

- The Royal Academy operates 7 days a week. The Security Control Room Operator will be required to work during weekdays (including public holidays), evenings and weekends

- This role involves an ample amount of screen time (monitoring CCTV), for extended periods of time - Comfortability doing this is essential
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WHY JOIN US?

Our Values

To support the execution of our mission and our vision, we adhere to a set of shared values that guide our decision-making and shape our ways of working.

- Forever Creative
 - Fiercely Independent
 - Unapologetically Excellent
 - Belonging to All
 - Ethically Grounded
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Employee Benefits

- Agile Working Policy (for full-time roles working from home up to two days a week where the role permits)
- Enhanced Holiday (with extended Christmas leave)
- Enhanced Pension Scheme
- Employee Council & Employee Network Groups
- Access to all RA exhibitions & access to exhibitions with our reciprocal partners
- Employee Assistance Programme
- Discount in RA Cafe's and Shops
- Give as You Earn Scheme to donate to a charity of your choice
- Cycle to Work Scheme
- Employee Choir and other employee clubs from running to knitting