



The State Hospital

RECRUITMENT

a great place to work

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2. Welcome from The Chief Executive

Dear Applicant

Many thanks for taking an interest in joining the State Hospital.

The State Hospitals Board is very much an integral part of NHSScotland and one of eight National Boards providing specialist services. It has a unique function in Scotland of providing high quality forensic mental health assessment, care, treatment and rehabilitation for patients who require a high secure environment. The Hospital has 140 beds and admits patients from Scotland and Northern Ireland. It is based in South Lanarkshire and has an annual revenue budget of approximately £35m.

The Hospital was completely rebuilt in 2011 and provides modern person-centred facilities which are fit-for-purpose. The Board is committed to fostering a forward-looking and “can do” organisational culture. We ensure that a focus on continuous improvement underpins all of our activities, and that our working environment is one which values and supports educational and staff development opportunities.

Our employees will adopt and demonstrate our values, and as part of a successful team, will tackle new challenges and be responsible for the continued development of the State Hospital’s reputation as an employer of choice through success and progress in Staff Governance, Engagement, Employee Wellbeing, Workforce Planning and Staff Development.

Enclosed with this job pack you will find a range of information which I hope you will find interesting and clear. However, if this does not answer all the questions which you might have and you would like to find out more, please contact the Human Resources team or the individual named within the job advert for an informal chat.

I do hope that you will feel able to apply and look forward to receiving your application.

With best wishes



Gary Jenkins
Chief Executive
The State Hospitals Board for Scotland



2. Our Vision and NHS Scotland Values

Our Vision

“To be a leader in delivering relationally informed, person-centred, high-secure mental health care that enables recovery whilst ensuring the safety and wellbeing of staff, patients, and the public.”

Our Values

- Care and compassion.
- Dignity and respect.
- Openness, honesty and responsibility.
- Quality and teamwork.

Embedding these values in everything we do will help to make our vision a reality. In practice, we need to:

- Demonstrate our values in the way we work and treat each other.
- Use our values to guide the decisions we take.
- Identify and deal with behaviours that don't live up to our expectations.

- Be responsible for the way we work and not just the work we do.



Our Mission

“To assess and treat major mental disorders in a secure and person-centred care environment that manages risks, supports recovery, rehabilitation and onward progression.”



3. About the State Hospital and working with us

The State Hospital is the only special security psychiatric hospital covering Scotland and Northern Ireland. Employing around 680 staff, the hospital is located in Lanarkshire in Central Scotland, midway between the cities of Edinburgh and Glasgow.

Patients are treated in accommodation appropriate to their needs and in an environment that supports rehabilitation.

There are 140 high-secure beds (plus four beds for emergency use) for male patients requiring maximum secure care: 12 beds specifically for patients with an intellectual disability. Additionally, the dedicated women's service has a capacity to care for up to six females. Wards take the form of four units (hubs and clusters) with each unit comprising three 12-bedded areas (i.e. 36 beds per hub).

Assessment, treatment and care is provided in conditions of special security for individuals with mental disorder who, because of their dangerous, violent or criminal propensities, cannot be cared for in any other setting.

The main aim is to rehabilitate patients, ensuring safe transfer to appropriate lower levels of security. The Forensic Mental Health Services Managed Care Network (Forensic Network) is hosted by the State Hospital, and good partnership working is in place across the Forensic Network to ensure patients are transferred as required.



A safe and secure environment is essential for effective treatment and staff support. Long-term safety is achieved through a balance of:

- Relational security: therapeutic engagement and understanding of patients.
- Physical security: awareness of individual and collective risk.
- Procedural security: robust policies and protocols.

The hospital's critical success factors include:

- Enhancing patient outcomes through quality clinical care.
- Continuously reviewing security measures to reduce risk and ensure resilience.
- Listening to patients, carers, and stakeholders.
- Fostering staff wellbeing and engagement through strong partnerships.
- Ensuring financial sustainability and value for money.

Transparency and accountability are core commitments. Staff demonstrate exceptional dedication and compassion in a challenging environment, caring for individuals who are often misunderstood by society.



Core Benefits

Staff Pay & Benefits

- Minimum of 202.5 hours paid annual leave per year (for full timers) which rises after five and 10 years of NHS service, plus bank holidays.
- Pay enhancements for unsocial hours.
- Environmental and clinical allowances.
- Automatic membership to the NHS Pension Scheme - one of the most generous pension schemes in the UK.
- Security of employment, with a policy of no compulsory redundancy.
- Electric Car Charging.
- NHS Credit Union.
- Access to NHS Discounts via Blue Light Card.

Health & Wellbeing

- Onsite gym.
- Staff Wellbeing Centre.
- Dedicated in-house Occupational Health Service and Wellbeing team to support health at work.
- Fast track Physiotherapy sessions.
- Access to counselling services.



Family Friendly

- Family friendly working policies.
- Paid and unpaid parental leave to support staff in bringing-up their families.
- Wide range of flexible working options to support parents and carers.

Career Development

- Excellent learning, training, and development opportunities to support both career progression and professional growth



4. The Recruitment Process

Selecting the correct person for each role is important to our patients, staff, carers, volunteers, and members of the public who rely on the services we provide. Within the State Hospital the recruitment process is made up of four key stages. Together, they help us to review your application and make decisions about your overall suitability for the advertised role.



Your application

To apply for a vacancy, you need to complete an online application form. It includes a set of questions to guarantee consistency and fairness for everyone. This ensures we get specific answers to the questions we have asked, which we may not otherwise get from your CV.

The job description, person specification and the questions on the application form will tell you exactly what information we are looking for. This makes it easy for you to match your skills, experience, and qualifications to the role.

Top tips for completing your NHSScotland job application

Once you have found a vacancy you would like to apply for, follow these simple tips to guide you through the application process:

- Read the job application pack - this includes the job description and person specification. What skills and experience are required? What examples can you provide to demonstrate them?
- Take time to prepare your information - if you have a CV, refer to it for important dates, examples of work experience, your skills, abilities and qualifications.
- Follow the instructions on the application form - complete all the required information and do not rush - you can easily make mistakes, forget important information and give the impression that you are not really interested in the job.
- Make a note of the closing date. Make sure you leave yourself enough time to complete the form. We may close the vacancy early if there is a high number of applications, so please complete your application as soon as you can. Applications received after the closing date cannot be accepted.





Application shortlisting

As soon as the vacancy closing date has passed, applications are shortlisted by a recruitment panel. They review applications against the criteria for the post outlined in the job description and person specification. All applications are reviewed using the same criteria.



Interviews

If you are successful after shortlisting, you will be invited to an interview. Now you need to start thinking about preparing for your interview, the kind of questions you could be asked, and how to impress the interviewers on the day.

At an NHSScotland interview, it is essential to show:

- Why you want to work for us.
- Why a role in healthcare is suitable for you.
- What kind of person you are.
- The skills and strengths you already have.
- The skills you are developing.

For some roles, it may be appropriate for you to complete a practical activity such as a short assessment or to deliver a presentation. If you need to do this, full details will be provided when you are invited to interview.

After your interview

Once all interviews have been completed, the preferred candidate will receive a provisional offer of employment, subject to satisfactory pre-employment checks.

Young workers

The State Hospital is a high secure hospital and the current organisational position based on a risk assessment is that we welcome applications from people under the age of 18 for non-clinical roles. To work in a clinical role applicants should be 18 years and older.

Verification of identity

Before you start work with us, we must confirm that your identity is genuine - relates to a real person and is being used legally. This check is carried out on every potential new employee.

Occupational health

Pre-employment medical screening is required. You will receive a paper form to complete, which must be signed and returned as instructed.

References

We need to check at least three years of previous employment or training history. We also require a minimum of two references, including your current or most recent manager / employer. Please make sure your referees have agreed to provide a reference.

Qualifications and professional registration

Original relevant educational certificates and verification of registration are required.

Background checks

All roles within the State Hospital require membership in the Protecting Vulnerable Groups (PVG) scheme. As part of the recruitment process, we will carry out a criminal record check in line with PVG scheme requirements.

Mandatory Prevention and Management of Violence and Aggression (PMVA) training

As Scotland's only high secure hospital, the State Hospital requires all staff to complete Prevention and Management of Violence and Aggression (PMVA) training. This is due to the nature of the environment, where there is a potential risk of exposure to incidents involving violence or aggression.

PMVA training includes physical elements, and therefore a reasonable level of physical fitness is necessary to participate safely and effectively. In accordance with the Equality Act 2010, reasonable adjustments will be considered where appropriate.

If you are offered a position with the State Hospital, you will be asked to complete a pre-employment health questionnaire, which will be reviewed by our Occupational Health Service. It is important that you complete this questionnaire accurately to ensure your fitness for the training can be assessed and any necessary support or adjustments can be arranged in good time.

You need to be able to successfully complete the PMVA training to work at the State Hospital. If you are not able to do this, you will be managed supportively and in line with the NHSScotland Capability Policy.

If you have any questions or require further information, please contact:
tsh.jobs@nhs.scot

Return documentation timely

To avoid any delays in your employment with us, it is essential that you promptly return the Occupational Health Service questionnaire, provide reference information, and complete your PVG application.

If any of these pre-employment checks provide an unsatisfactory result, the provisional offer of employment may be withdrawn.

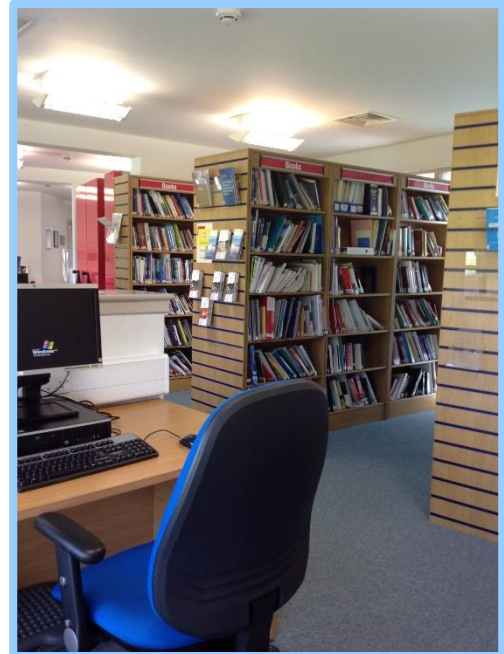
5. How to Apply

All applications should be submitted via our online recruitment system 'JobTrain'.

If this is the first time you have applied for a State Hospital vacancy via our online system, you will be asked to create an account. You can do this via an email address or social media account. Please ensure the email address submitted is correct as this will be our primary method of contact.

If you are registering as a new candidate, you will be able to upload your CV. This is used to help pre-populate some areas of your application form. We do not accept CVs in addition to or instead of a completed application form. Your CV will not be visible to the panel at any stage.

If you are a returning candidate, you will be asked if you wish to copy your application from a previous post. If you wish to do this, simply select the application you wish to copy from and from there you can edit or update the information as necessary.



6. Post Details

If you have any queries or require assistance regarding the application form or recruitment process, please contact the HR Team at tsh.jobs@nhs.scot to discuss your requirements.

Vacancy Reference Number	235757
Job Title	Security Operator
Grade	Band 3
Salary	£29,103 to £31,409 per annum plus High Secure Environmental Allowance of £1,818.72 per annum (pro rata)
Type of Work	Non-Clinical
Hours	15.57 hours per week
Contract Duration	Permanent

Closing Date	11.59pm on 26 April 2026
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The email address you supply on your online application will be used for correspondence relating to this vacancy, therefore please ensure you check your Junk / Spam folders on a regular basis.

We anticipate a high level of interest in this position, therefore we may close the vacancy prior to the closing date once a sufficient amount of applications are received. Please ensure you complete and submit your online application at an early stage to avoid disappointment

7. Job Description

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Security Operator

Responsible to : Team Leader

Department(s): Security

Directorate: Security

No of Job Holders: 13

Last Update : July 2024

2. JOB PURPOSE

To maintain a safe and secure environment within The Hospital by ensuring that;

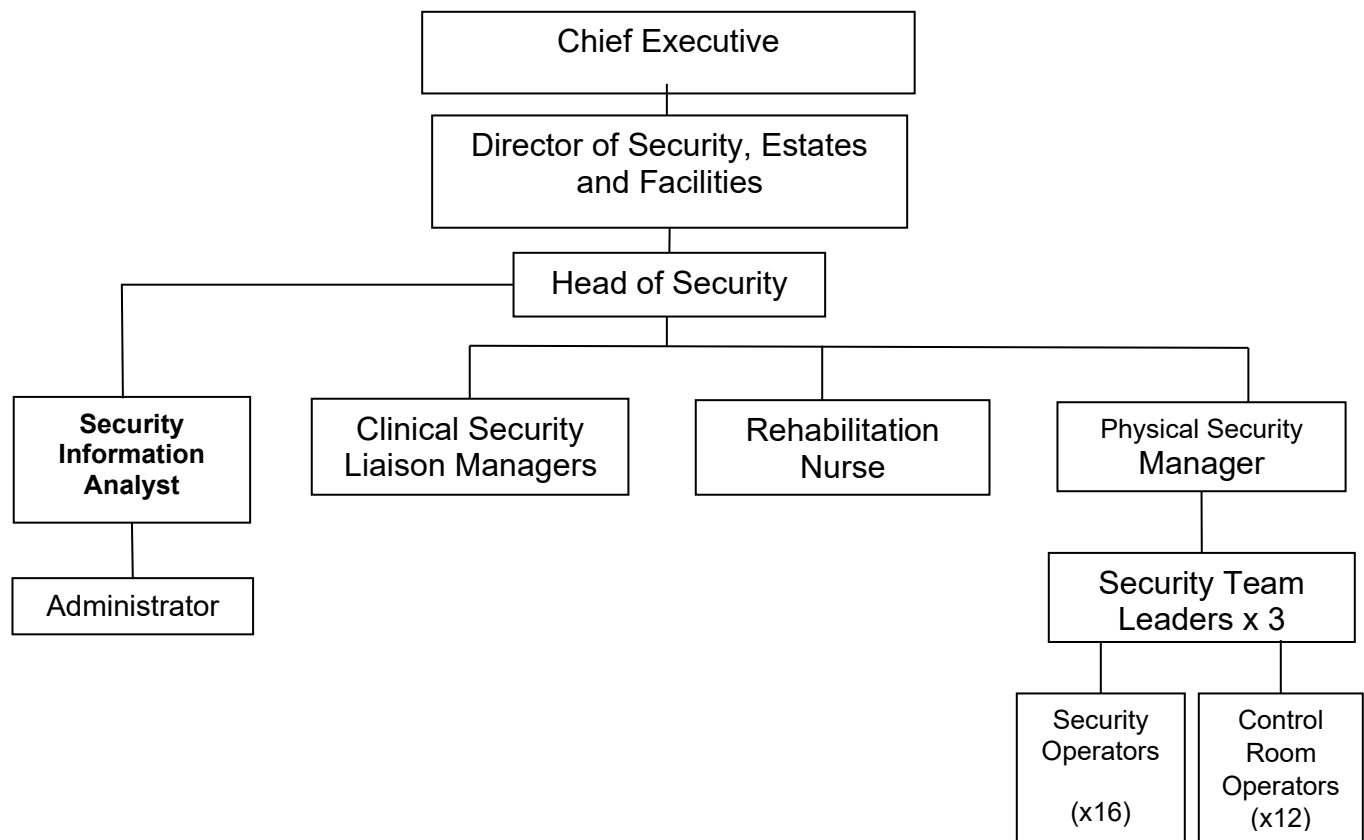
- All persons entering and leaving are authorised to do so.
- All staff, visitors and vehicles entering and leaving the hospital are monitored, recorded and where necessary physically searched and escorted.
- Security and safety is maintained through the direct supervision and escorting of contractors and visitors

3. DIMENSIONS

- This role requires the ability to work within a team to deliver agreed security standards, policies and procedures within the Hospital.
- Post holders are required to work shifts including weekends and public holidays. The role requires staff to work without direct supervision on a daily basis.
- Staff on backshift may on occasion work without direct supervision from 1600-2200 support is available from the duty manager if required throughout this period.
- Security Operators have direct face-to-face communication and frequent physical contact with staff, patient visitors, professional visitors and public.

- The Hospital employs approximately 600 staff and has a large quantity of approved patient visitors. There is a considerable volume of pedestrian movement per day through the security systems.
- There are regular vehicle movements through the vehicle lock including Escorted Patients, Police, Geoamey Custodial Services, contractors, deliveries and hospital vehicles.
- The role requires an awareness of patient and visitor issues and the ability to maintain security whilst promoting respect and dignity.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Security Division has responsibility for the safety of all patients, staff and general public through the provision of a secure and supportive environment that facilitates the provision of patient care and treatment. This is achieved by the delivery of proactive security measures in a subtle and unobtrusive way.

6. KEY RESULT AREAS

Control access and egress:

- Check the identity of that all staff and visitors to the Hospital and ensure that they have or are issued with a valid identity badge and / or pass.
- Ensure that all vehicles are searched and logged prior to entry using the person detection system and physical search as appropriate.
- Ensure that all vehicles are searched prior to exit/ entry using the person detection system and physical search as appropriate.
- Check all documentation relating to patient outings prior to departure and upon return.
- Control the opening and closing of the main gates by providing direct radio instruction to the Control Room while ensuring that the secure perimeter is maintained at all times.
- Control movement within the vehicle lock ensuring that only authorised persons enter the vehicle lock and that safety is maintained at all times.
- Take photographs and produce staff and visitor passes and badges.
- Escort visitors, contractors and vehicles, maintaining radio communication with the Control Room throughout.
- When required and agreed by both the staff and the Team Leader, covering control room duties.

Prevent the introduction of prohibited property and items:

- X – ray all hand baggage and outer clothing and carry out manual searches
- Remove, Record and Datix all prohibited items.
- By direct observation, ensure that all persons entering pass through the metal detector and carry out physical searches if necessary.
- X-ray all incoming mail and test for illegal substances where necessary.
- Carry out tool checks on contractors.
- Carry out Perimeter checks / fence patrols.
- Carry out Omnitrax checks
- Search and x-ray property of newly admitted patients and test for illegal substances where necessary.
- Carry out daily checks on security equipment and systems, log and report faults.

Communication:

- Operating the main hospital switchboard and paging system
- Ensuring effective communication by the use of agreed radio procedures.
- Issue and account for radios, mobile phones and pagers.
- Scan and check incoming mail
- Reception of all visitors to the State Hospital including greeting, issue of security passes and advise on security procedures.
- Liaise with wards and departments to confirm visitor bookings, arrival and transport arrangements.

Transport

- Internal driving duties with patients' visitors and professional visitors.
- External driving duties to collect and distribute pharmacy supplies and drugs.
- Search, fuel, clean and first line maintenance of hospital vehicles.
- Responding to emergency situations, as instructed by transporting emergency equipment and escorting emergency vehicles as required.
- Arrange transport by external providers for carers, visitors, laboratory and other requests subject to approval.
- Deliver mail or parcels to wards and departments where required to identify prohibited items

7a. EQUIPMENT AND MACHINERY

L3- PX6.4 X – ray Screening Machine

Rapiscan Meteor 200 Metal Detection Archway

Rapiscan 4DN Narcotics Detection Machine

Handheld metal detector

Microsearch Human Detection System

Tetra hand held radio, charger and analyser

Hospital switchboard

C Cure 9000 access control system with photographic badge production

Digital camera

E-visitor Pro EX SP 14 visitor badging system

Mobile phones and chargers

Automated key safes (Deister)

Personal Computer

Laminator

7b. SYSTEMS

Maintain and update staff and visitor records and ID passes.

Diary for all professional visitors, contractors and groups entering the hospital through reception.

Record all staff exit searches and search alerts.

Maintain a record of all radio and mobile phone issues and returns.

Maintain record of all security Equipment issued, ie, PAAs/Handcuffs/Belts

Maintain record of Laboratory specimens for uplift.

Maintain Microsearch vehicle log ('heartbeat').

Issue and record issue of all vehicle keys.

Issue and check vehicle log sheets, MOT certificates, service records and Vehicle Road Fund renewals.

Maintain Record and check vehicles daily for faults & repairs

Set up the Incident Command Room and maintain levels of stationery and equipment.

Storage and issue keys not held in the automated safes.

Maintain record of patient property

Repairing key rings and replacing fobs within security and on wards / departments.

8. ASSIGNMENT AND REVIEW OF WORK

- Work rotas are assigned by the Team Leader and are reviewed on a daily basis. The post holder will be supervised by the Team Leaders.
- In the absence of the Team Leaders the post holder will operate to agreed policies and procedures and take direction from the Duty Security Manager.
- Work will be reviewed as per the Hospital's Personal Development Plan and Performance Appraisal system by the Team Leaders. This will include a formal review with a written report objectives and action plan.

9. DECISIONS AND JUDGEMENTS

The post holder will work within agreed policies and procedures. However, they may be required on occasions to make judgements involving a range of facts or situations, which require immediate decisions or action.

Whilst working with visitors or staff who exhibit behaviours that challenge the post holder will on occasions need to make judgements as to the most appropriate intervention. This can be done in consultation with a Team Leader or Security Manager.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Maintaining the safety and security of the Hospital through the application of agreed policies whilst remaining professional and courteous at all times. This is most challenging during disputes and confrontations with persons entering or leaving the hospital who can be unpredictable and threatening. Security Operators are subject to challenge and on occasion verbal and / or physical aggression.

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder:

Communicates formally and informally with peers, Team Leader and Security Managers on service issues. Attends team meetings when available, minutes are taken and distributed.

Communicates directly throughout the working day with all staff and visitors entering or leaving the Hospital advising all visitors on the security procedures that require to be completed before entering the Hospital. The development of good relationships is essential in achieving the job purpose. Communication can be difficult due to the sensitive nature of the contact and subject matter.

Operates the main hospital switchboard and deals with the majority of incoming telephone calls to the hospital.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

The post holder must be flexible and be able to carry out all aspects of the role over a working day.

Staff must possess the ability to manage and prioritise tasks during numerous interruptions, for example telephone calls and queries from the public, whilst maintaining concentration and focus on maintaining the safety and security of the Hospital.

The ability to deal with anxious and challenging members of the public visiting the hospital staff professionally is essential.

The post holder will be required to walk regularly throughout a shift and will be in a standing position for the majority of their duty.

The post holder will be required to perform internal and external driving duties as required throughout the day. The post holder will carry out a number of physical tasks requiring lifting and handling including mail delivery and the manual opening of security gates.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

The post holder must:

Have sound working knowledge of security policies and standard operating procedures.

- An SVQ level 3 in custodial care is mandatory but must be completed within first 18 months of employment
- Successfully complete and pass an approved training course on the operation of X-ray screening equipment, archway metal detector, search techniques, threat awareness and Rapiscan Detection System.

- Following training, be assessed as competent in searching staff and visitors using rub down and detailed rub down search techniques.
- Be competent in customer service skills including operation of the switchboard / telephone system and disability awareness.
- Following training be competent in the operation of the human detection system and vehicle logging system.
- Be physically fit and be able to bend and stretch comfortably and stand / walk for long spells throughout the day.
- Be assertive when necessary, without being aggressive
- Be smart and well-groomed
- Pay attention to detail
- Have excellent powers of observation and the ability to maintain concentration for long periods
- Be able to communicate well both orally and in writing
- Have good interpersonal skills with a polite, patient and approachable manner
- Have ability to work as part of a team
- Have a mature outlook
- Possess a valid full UK driving licence
- Develop and maintain detailed knowledge of the campus

14. JOB DESCRIPTION AGREEMENT

A separate job description will be signed off by each job holder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

8. Person Specification

The State Hospital Person Specification		
Security Operator – Band 3		
Criteria	Essential	Desirable
Qualifications & Training Level of education, professional qualifications, training and learning programmes/courses	SVQ Level 3 in Custodial Care (or willingness to achieve within 18 months). Full UK Driving Licence	Additional security-related certifications.
Experience Length and type of experience, level at which experience gained	Effective communication skills and willingness to learn, adapt, and embrace change.	Strong interpersonal skills with ability to relate previous experience to the Security Operator role. Previous experience in healthcare or custodial security. Familiarity with x ray systems.
Knowledge Depth and extent of knowledge	Customer service skills.	Understanding of security protocols and procedures. Knowledge of emergency response procedures.
Skills/Abilities Range and level of skills i.e. communication (oral, written, presentation), planning/organisation, numeracy, leadership etc.	Excellent observation and attention to detail. Strong oral and written communication. Ability to work under pressure and prioritise tasks. Teamwork and interpersonal skills.	Experience with conflict resolution. Ability to use incident reporting software. Proficient in use of Microsoft Office including Word, Excel and Email.
Specific Job Requirements Environmental conditions, unsociable hours, car driver et	Ability to walk approximately one mile over uneven terrain. Ability to stand for extended periods.	Flexible approach to short-notice requirements.

Thank you for your interest in this post.
We very much look forward to receiving your application.



Staff - Our Greatest Asset