**on-site services**

JoB description

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| --- | --- | --- | --- |
| Position Title | Security Relief Officer | Department | Security  |
| Generic Job Title | Relief Officer | Segment | Corporate Services |
| Team Band | Non-Banded  | Location | Glasgow and central belt  |
| Reports to | Security Supervisor | Office / Unit name | Diageo Shieldhall |

## ORGANISATION StRUCTURE

Security Supervisor

Security Relief Officer

Head of Talent

#### Job Purpose

Undertake Security duties. Also, an element of cover within Facilities Department would be required.

Assist with security cover on various sites when required.

Covering reception, Security. Working as one team to deliver professional & organised service to the client.

Excellence to all users of the Security Department to the standard required by the Diageo client and Sodexo

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* To make sure building is locked and secured each night.
* I.D check visitors, contractors and driver arriving onsite.
* Issue site keys and complete key register.
* Sign in all visitors to site.
* Issue security badges
* Respond to emergency situations (fire activation, first aid etc)
* Site patrols where and when required.
* Incident reporting/ DOB.
* 3 checks for safety – report all hazards and potential hazards.
* Sweep building when while closing site, make sure no-one on site.
* To answer incoming calls and transferring to relevant departments.
* Greet visitors/contractors warmly when arriving and exiting building.
* Making sure correct PPE is worn
* Comply with Sodexo Due Diligence and Health and Safety Procedures and also adhere to the client Diageo Health & Safety and Site Rules
* Support in Facilities Department when required
* All documentation generated by Diageo or Sodexo is fully completed as per instruction
* Good knowledge of the site: Diageo staff/team leaders, policies and procedures

#### Skills, Knowledge and Experience

Essential

* Previous experience in similar role
* Good customer service skills
* Good communication skills
* The ability to demonstrate great teamwork
* The ability to follow instructions
* SIA licence is essential
* Driving licence and own car is essential due to attending various sites.
* To be polite and courteous
* To be well organised
* To have high attention to detail
* To be able to prioritise workload
* To be flexible and be able to respond where possible to holiday/sickness cover of other Sodexo team
* Full understanding of the site emergency procedures
* Full understanding of the need to maintain diplomatic silence

#### Contextual or other information

#### Key Responsibilities

Relief Officer daily tasks will involve:

* Assist with reception
* Security Guarding
* General Gatehouse duties
* External gritting round working area when required.
* Complete all tasks allocated by Sodexo management in a professional and timely manner
* To remain alert at all times to maintain the site’s integrity and protection of assets
* Communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to customers and clients in all areas of service, which Sodexo provide
* Report any customer complaints or compliments and take remedial action if possible
* Participate in any necessary training and team meetings as required to complete job responsibilities to the Company and client’s standards
* Report immediately any incidents of accident, fire, theft, loss, damage, or other irregularities and take such action as may be appropriate
* Support in other areas of the contract on site during periods of holidays and sickness when requested by the Line Manager or Diageo UK Client
* Carry out other reasonable tasks as directed by Sodexo management or Diageo Client
* Comply with all Sodexo Company policies/procedures and client site rules and regulations
* Comply with all Diageo & Sodexo UK policies and statutory regulations relating to Health and Safety, safe working practices, hygiene & fire. This will include your awareness of any specific hazards in your workplace
* Traffic management

NB. This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail with every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager or Diageo Client in order to meet the operational needs of the business.

I agree that I have been fully briefed on my job role and that my job description has been explained.

## *Employee’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

## *Employee’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_*

## *Manager’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

***MANAGER’S NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DATE: \_\_\_\_\_\_\_\_\_\_\_\_***