

**DEFENCE & GOVERNMENT SERVICES**

Job Description:
Senior Security Administrator

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| Function: | Defence & Government Services |
| Generic job:  | Security and Administration |
| Position:  | Senior Security Administrator |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Soft Services Operations Manager |
| Additional reporting line to: |  |
| Position location: | Merville Barracks, Colchester |
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| 1. Purpose of the job  |
| * To manage and deliver the day-to-day control of all Security Control Centre (SCC) Shift Supervisors, Security Officers, and Receptionists on the Colchester Garrison PFI site in line with the contractual requirements always ensuring the highest levels of security and administration.
* To work with the MOD and supporting agencies in delivering a safe and secure environment.
* Liaison with the Royal Military Police and the Emergency Services in the
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| 2. Dimensions  |
| * Comply with all Sodexo Company & Legislative compliance as well as associated MOD related regulations and policies
* Pass all internal and external audits/inspections.
* To be a Brand Ambassador for Sodexo.
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Draft. Version: 27-03-2014

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| 3. Organisation chart  |
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| **4. Context**  |
| * Provide management, supervision, direction and technical support to the CCTV Security and Main Reception team in support of the Soft Services Operations Manger
* Manage and deliver effective and efficient Security and administration services that meet all contract obligations, KPI’s, company policies and procedures as well as any agreed Client and Authority requirements (contractual document is the Services Standard Statement (SSS) for security and Administration.
* Deliver the highest possible standard of security and associated environment for the client, customer, visitors and colleagues, through adherence to standing operating procedures, linked policies, and best practice guidance.
* To support the delivery of innovative service solutions in a vibrant and demanding environment – improve services at minimal cost to the client and customer across contract.
* To ensure the contract has a reputation for its high-quality cleaning and customer service.
* To provide expertise and support to contract on all matter concerning security, during change and lifecycle project planning.
* Comply with all Sodexo company policies, procedures, and legislative requirements. Adhere to any local client site rules and regulations Role model safe behaviour.
* Unsociable hours in line with business requirements maybe required.
* Flexibility on work schedule and location maybe required.
* ~~Comply with all~~
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| 5. Main assignments  |
| * Day to Day Supervision of all Sodexo Security and Main Reception staff.Compiling and maintaining staff rosters for the Main Reception Centre and the Security Control Centre
* To carry out annual and mid-year PDR’s for the SCC Shift Supervisors and Security Receptionists
* To support the Security Administrator with all basic vetting applications and issuing passes for all contracts requiring access to the Garrison within timescales detailed in the service standard statement.
* To assist security colleagues with administration tasks
* To process PXG passes, and visitor passes for all personnel requiring access to the site within the timescales detailed in the service standards statement.
* To issue car passes for those wishing to bring a vehicle on to site.
* To process all DBS vetting requests for Sodexo personnel and our sponsored sub-contractors.
* To offer exemplary standards of customer service as the front line towards all visitors and staff at the Garrison, assisting with queries where possible
* To monitor CCTV footage of the site for any signs of a security breach
* To raise any security concerns immediately with the authority personnel
* To ensure that personnel appearances are beyond reproach, strict adherence to uniform dress standards is to be always maintained.
* To diligently take and hand over every duty shift ensuring that a full check of the daily occurrence and incident report books is carried out on each takeover of duty.
* To ensure that SCC Shift Supervisor’s and Security Receptionists follow the correct incident reporting procedures using designated forms.
* To ensure that SCC Shift Supervisor’s and Security Receptionists are aware of the actions detailed in the assignment instructions.
* To ensure all registers, reports and incident logs are completed accurately.
* To continue to develop one’s own skills and knowledge within the position, including any required training courses.
* To maintain excellent client/customer relationships
* To deliver team briefs, huddles and meetings as required to the team.
* To attend your performance development review to discuss job standards and agree development activities.
* To always maintain a clean and tidy work area.
* To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required.
* To care for all available resources including equipment, materials and supplies as directed.
* To report any near miss occurrences, accidents, or faulty equipment to management
* To ensure effective communication with line manager, team, customer, and client organisation
* To maintain all areas of responsibility to the set service standards and in line with applicable service offer
* Comply with all Sodexo company policies/procedures and client site rules and regulations.
* To carry out any other reasonable tasks and/or instructions as directed by management.
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| 6. Accountabilities  |
| **Leadership and people*** The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

**Risk, governance and compliance*** The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

**Financial management*** The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies as well as payroll.

**Relationship management client and team*** The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

**Operational management*** The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the quality management system (QMS).

**Service excellence*** The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised.

**Continuous development*** The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.
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| 7. Person specification  |
| Essential:* Good communication skills; must be able to demonstrate effective verbal communication
* Able to work on own initiative within a team environment
* Able to demonstrate attention to detail and adherence to standards
* Computer literate
* Flexibility during working hours and Out of Working Hours

Desirable but not essential* Experience of working within military environment
* Proven experience in an administration role
* Previous experience of effectively supervising a team
* Leadership skills and knowledge
* SIA Licence
* SC Clearance
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| 8. Competencies  |
| * Innovation & Change
* Brand Notoriety
* Growth. Client and Customer Satisfaction. Quality of Services Provided
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| 9. Management approval |
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| Version | 2 | Date | 21 March 2024 |
| Document owner |  R Horsman |

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