**on-site services**

JoB description

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| --- | --- | --- | --- |
| Position Title | Security & Emergency Response Officer | Department | Security |
| Generic Job Title | Security & Emergency Response Officer | Segment | Corporate Services |
| Team Band | Non-Banded | Location | Little Connell, Ireland |
| Reports to | Security Supervisor | Office / Unit name |  |

## ORGANISATION StRUCTURE

Security Supervisor

Security Officer

Head of Talent

#### Job Purpose

Undertake full Security duties, with an element of cover within Facilities Department being required, i.e. covering reception. Working as one team to deliver service.

Excellence service to all users of the Security Department working to the standard required by the Diageo client and Sodexo. Ensuring the safety and security of the site, employees, visitors with emphasis on the security of the assets and belongings.

**Key Performance Indicators (KPIs)**

* Visitor Management – ensuring an excellent customer experience.
* Issue and management of security badges.
* Respond to emergency situations (fire activation, first aid etc)
* Incident reporting/ Daily Occurrence Book.
* 3 checks for safety – report all hazards and potential hazards.
* To answer incoming calls and transferring to relevant departments.
* Ensuring 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 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**

* Excellent communications skills – with excellent command of both written and spoken English
* PSA licence
* Computer Literate – with previous experience of Word, Excel and Powerpoint
* Understanding of Food Safety Regulations
* Understanding of Health & Safety Practices
* Knowledge of fire detection systems.
* First aid & AED qualified (Or ability to obtain certification)
* Good customer service skills – with a high attention to detail, well organised, professional, the ability to remain calm under pressure, with the ability to maintain diplomatic silence.
* Good personal hygiene and appearance
* Previous experience in similar role
* The ability to follow instructions
* Flexibility and be able to respond where possible to holiday/sickness cover of other members of the Sodexo team
* Appreciation of the site emergency procedures

#### Contextual or other information

#### Key Responsibilities

Security Officer daily tasks will involve:

* Security Static Guarding (including enforcement of site security procedures)
* General Gatehouse duties
* Logging of good in/out.
* Control Room duties including monitoring of CCTV cameras.
* Assist with reception duties – including handling phone calls.
* 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.
* Operate and monitor fire life safety systems.
* Respond to site emergency notifications and react accordingly as per Standard Operating Procedures.
* Complete incident investigations and complete full incident reports in a timely manner.
* Support evacuation of location/site as per Standard Operating Procedures.
* Ability to coordinate and communicate with emergency services.
* Provide first aid assistance during medical emergencies on site.
* 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 where possible
* Participate in any necessary training and team meetings as required to complete job responsibilities to the Company and client’s standards.
* Immediately report any incidents of accident, fire, theft, loss, damage, or other irregularities and take such action as may be appropriate
* Perform routine safety checks site wide.
* Support in other areas of the contract on site during periods of holidays and sickness when requested by the Line Manager or Diageo IE 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 IE 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 work place

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: \_\_\_\_\_\_\_\_\_\_\_\_***