**EXPERTISE**

Job description

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| Function: | Health & Care |
| Position: | CCTV OPERATOR / sECURITY OFFICER |
| Hours of duty: | 4 On 4 Off - 12 HR SHIFTS |
| Date (in job since): |  |
| Immediate manager  (N+1 Job title and name): | Assistant Security Manager |
| Additional reporting line to: | General Services Manager |
| Position location: | Mega Labs |

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| 1. Purpose of the Job – State concisely the aim of the job. |
| Sodexo Health & Care in partnership with HM Government provides security services at Megalabs. As part of the Security team, you will be responsible for CCTV operation and monitoring, carrying out routine security patrols and respond to any adhoc requests. You will support the supervisory and management teams to ensure that all staff and visitors have a safe and secure environment and strive to improve the standard of service via continuous improvement in line with Sodexo and Megalab policies and procedures. |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager |
| **Assistant Security Manager**  **Security Supervisor**    **CCTV Operator/ Security Officer**  **Security Officer** |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Preventing intruders from entering * Operating multiple CCTV cameras * Document Management * CCTV auditing for maintenance and operational use * Key Control * Radio Control * Intruder Alarm monitoring and detection |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Must comply with all Sodexo and Megalab policies at all times * Greet customers in a pleasant professional manor and deliver professional and consistent service at all times * Respond to requests via email, telephone and in person promptly and professionally * Maintain accurate record of all security activities in DOB, shift handover documents and any other relevant paperwork * Complete all documentation as requires such as key registers, search sheets, car key register, Calibration and fault logs etc.. * Flexible to cover both day and night shifts if required * Access control – ensure that only authorised personnel are granted access and issued with access cards, monitoring the system throughout shift * Manage and audit the access control clearances on site for staff/visitors and contractors when required by the Assistant Security Manager * Those who are not authorised must obtain authorisation prior to access being granted on site. * CCTV monitoring - to prevent, detect and deter crime on site in line with SIA licence regulations, Sodexo and Client policies and Data Protection Act * Alarm monitoring – ensure that all alarms are responded to, investigated, and recorded in line with Sodexo, Client and Site policies * Always maintain radio communication with site team * Key management in line with Megalab policies * Escalate all issues to the Security Supervisor and Assistant Security Manager when needed * Collect and safely store confidential waste when needed to do so * Manage traffic flow safely and in line with Megalab policies * Manage the client’s car parks in line with the set process in place * Accepting deliveries, storing them appropriately and notifying the customer * Signing in contractors in line with Site and H&S policies * Conducting internal and external building patrols, ensuring there are no breaches on the premises * Assist with any other duty as directed by management. |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Maintain high standards at all times * Ensure that all security checks are completed, and no breaches occur * Ensure that the CCTV operation is kept to a high working standard with no breaches of GDPR * Ensure all relevant paperwork/emails are in order before issuing an ID card or adding a clearance * Issuing keys/ Radios and completing the register accurately * Ensure that all elements of H&S and confidentiality documentation has been completed |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Must hold a valid SIA licence both CCTV and Manned Guarding/ Door Supervisor * Previous Camera/ Control Room experience * Good written and spoken English * Good knowledge of word, excel and outlook * Allocated set shifts either days or nights but may be asked to cover on another shift rotations at the needs of the business * Able to respond to all emergencies swiftly * Ability to write/ type up full and detailed incident reports |