

Job Description: Security Supervisor, UoG



Function:	Sodexo Universities
Position:	Security Supervisor
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Security Manager
Additional reporting line to:	Security Lead
Position location:	University of Greenwich

1. Purpose of the Job – State concisely the aim of the job.

- To contribute to the efficient and effective day to day running of the security operation.
- To provide a safe and secure environment in support of excellent people care and leaving people with a good impression of the security service.
- To deliver excellent people care, adhering to H&S standards, building compliance and provide a positive experience for all staff, students, and visitors to the site.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Accommodation		Systems		

Characteristics This is a hands-on role that will involve personal input / action within all facilities service functions

4. Context and key issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To provide a customer-focused security service for the University of Greenwich campuses.
- To comply with Company, client and statutory regulations relating to Health and Safety, fire hygiene, COSHH and safe systems of work. To liaise with Sodexo and Client personnel as necessary and as instructed to ensure the provision of an efficient and effective service

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Assist in maintaining compliance with all Health & Safety legislation.
- Assist and support training needs to ensure they are identified, and appropriate training & development is delivered.
- Supervision of the security team including distribution of daily rotas, daily briefings/roll call, administration, and holiday management.

- Provide a first point of call for visitors and contractors to the site and issue visitor/contractor badges and log visitors/contractors entering and leaving the main buildings;
- Communicate with staff, students, visitors and contractors regarding enquiries, incidents, and emergencies.
- Patrolling, securing, and monitoring premises, sometimes with the aid of CCTV
- Monitor CCTV screens and take appropriate action as required, control and monitor issue of keys to staff and contractors and key codes to students as necessary;
- Respond immediately to intruder/panic/fire alarms upon activation
- Assist and be a point of contact for Incident Management, ensuring that incidents are correctly managed and escalated as per client specifications.
- Complete the required Incident reports in the event of an incident, focusing on quality and timely reporting.
- Attend training courses/sessions relating to your scope of duties
- 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 provide security support across all the University of Greenwich contract
- Client liaison, work closely with the Soft Services Manager
- Ensure high standards are maintained with a focus on maximizing the output and performance of all team members.
- Take co-responsibility for the induction and training of new starters, with Sodexo Management.
- Promote a secure and safe working environment on site through the implementation and continuous improvement of agreed Health and Safety actions.
- Assist in leading the security team by fostering team spirit and co-operation, the encouragement of open expression of differing ideas and opinions and ensuring resolution.
- Ensuring that complaints are dealt with professionally and timely.
- Ensuring that all equipment provided to assist security is fully operational with any issues reported.
- Ensure that there is a robust and effective key control process in place.
- Other day-to-day responsibilities as dictated by circumstances and the needs of the business.
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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.

- Develop a highly motivated performance orientated team by carrying out training and development activities in accordance with Unit training plan.
- Completion of the ISO 9001 Secure systems and procedures for all Secure Sites.
- Comply with Company and statutory regulations relating to Health and Safety, fire hygiene, COSHH and safe systems of work.

7. Person Specification – Indicate the skills, knowledge, and experience that the job holder should require to conduct the role effectively

Essential

- SIA Licence holder
- 3-5 years of experience with Security
 - Have a sound knowledge of Security techniques
 - Able to use computer systems in operation within the security section.
 - Understanding of the CCTV system in operation.
 - Understanding of alarm systems.
- Excellent communication skills.
- Able to work on own initiative, individually and within a team.
- Knowledge and understanding of confidentiality and data protection issues
- Able to demonstrate attention to detail and adherence to standards
- All employees are expected to adhere to Sodexo health and safety regulations and Equal opportunity regulations

- To be able to write accurate, legible operational logs, security reports and statements.

Desirable

- Working Knowledge of BS7858:2013
- CCTV License
- First Aid
- Fire Warden

8. Management Approval – To be completed by document owner

Version	V1	Date	June 2020
Document Owner			

Managers Name:	
Managers Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	