

Job Description: Security Officer



Function:	Security
Position:	Security Officer
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	General Services Manager
Additional reporting line to:	
Position location:	Generic

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

- To remain alert and vigilant for intruders.
- To respond to any calls for assistance and co-ordinate any incident with relevant shift manager/responsible person(s). (Includes contacting the emergency services via ADT).
- To act as site key holders.
- Patrolling your premises to prevent or detect signs of intrusion and ensure security of doors, windows, and gates.
- To document all incidents and occurrences in the Daily Occurrence Book.
- To provide written reports and witness statements to the Police if required.
- To attend Magistrate or Crown court to give evidence if required.
- To enforce Sodexo and client policies and procedures.
- To monitor the CCTV system, access control system and fire alarm system.
- Conduct staff and vehicle searches where required.
- Control access and egress to site for both vehicles and pedestrians.
- To ensure vehicles are correctly parked throughout the site.
- Support any incident involving (or possibility of) violence and/or aggression.
- Restraint and de-escalation of incidents
- Talking and communicating with patients
- Attending incidents

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.

Revenue FY13:	€tbc	EBIT growth:	N/A	Growth type:	N/A	Outsourcing rate:	N/A	Region Workforce	N/A
		EBIT margin:	N/A			Outsourcing growth rate:	N/A	HR in Region	N/A
		Net income growth:	N/A						
		Cash conversion:	N/A						

Characteristics

- Add point

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.



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.

- Conduct weekly fire test
- Conduct reasonable ad hoc requests from site management.
- To complete and submit near miss/incident report forms relating to any accident/incident.
- To report any faults/damages/maintenance issues to the facilities department.
- Attend training courses when required.
- All Security staff are required to be a fully trained first aiders if required
- Report any health and safety concerns through effective reporting to line management.
- Support with cordons, road blocks or diversions on request of the client
- Support with general manual handling tasks as required - moving equipment, deliveries etc.
- Putting out cones and barriers as required
- Support in contacting gritters in adverse weather conditions
- Monitoring subcontractors behaviors

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

- Control the issuing of site access cards ensuring only permitted access is allowed.
- Conduct swipe card access checks and report to client weekly as required
- Handle external and internal calls in a timely manner
- Receive/handle deliveries/post and distribute internally as appropriate
- Franking of mail
- Manage fire alarm systems.
- Operate on-site weighbridge system and corresponding documentation.
- Conduct site inductions
- General administration duties as required
- Advising site contacts when visitors are on site

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.

All staff are required to be appraised by their line managers at least once a year at a personal development review meeting, where progress made over the last year is discussed and agreed.

The following year's departmental and personal objectives will be identified, discussed and agreed.

Where necessary, help and support will be provided, and development opportunities agreed in line with service provision and knowledge and skills competency framework.

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

- Clear & concise written work including report writing
- Good Analytical skills
- Methodical and thorough approach to work maintaining attention to detail
- Able to prioritise workloads & manage time efficiently and effectively
- Data management & input
- Organised & able to use initiative
- Negotiation skills
- Ability to communicate effectively with all levels of employees and customers
- Competent with different types of operational systems
- Any candidate must understand and thrive on working in a customer focused environment
- This role requires a high level of energy, drive and resilience as well as an ability to do things at pace without loss of accuracy
- High personal standards
- Able to proactively plan training activity / events and mitigate potential barriers to success
- Strong interactive communication skills
- To be able to develop and build good client & customer relationships- Essential
- Customer service focused with exceptional communication skills- Essential
- To be able to respond to a variety of needs and work pressures- Essential
- A knowledge of health and safety- Essential
- Smart and presentable- Essential
- To be physically fit and capable of conducting manual various handling tasks- essential
- Valid SIA license- Essential
- To be able to show flexibility with regards to work patterns
- Knowledge and understanding of confidentiality issues- Essential
- All employees are expected to adhere to Sodexo health and safety regulations and Equal opportunity regulations - Essential
- To be able to write accurate and legible logs, security reports and statements- Essential

Note: - Security staff must adhere to the following; -

- Full uniform must be worn at all times unless authorised by supervisory or management staff.
- Staff are responsible for the care of all uniform and equipment issued to them.
- All protective equipment supplied must be worn where appropriate.
- All security staffs are responsible for the care of all security control room equipment and general tidiness of the security control room.
- All security staff must look clean and presentable at all times whilst on shift.
- Site Assignment Instructions and Risk Assessments and Method Statements adhered to at all times.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership
■ Rigorous management of results	
■ Brand notoriety	
■ Learning & development	
■ Employee engagement	
■ Commercial awareness	

9. Management Approval – To be completed by document owner

Version	1	Date	15 th October 2019
Document Owner	JulieTandy		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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