**EXPERTISE**

Job description

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| Function: | Corporate Services  |
| Position:  | sECURITY OFFICER  |
| Hours of duty: | Casual Contract  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Security Manager  |
| Additional reporting line to: | General Services Manager  |
| Position location: | Primarily Diageo Park Royal and covering the London cluster when needed  |

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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Must comply with all Diageo and Sodexo policies at all times
* Greet customers in a pleasant professional manor and deliver professional and consistent service at all times
* Respond to email and telephone calls promptly and professionally
* Maintain accurate record of all security activities in DOB, shift handover documents
* Complete all documentation as requires such as key registers, search sheets, car key register etc.
* Flexible to cover both day and night shifts if required
* Manage all emergency incidents onsite provide first aid
* Send fully detailed incident reports to the security manager/Supervisor
* Flexible to work between the two Diageo sites 7HQ and Acton as required by the business with additional cover of the London cluster and external events.
* Access control – ensure that only authorised personnel are granted access and issued with access cards
* Manage and audit the access control clearances on site for staff/visitors and contractors
* Those who are not authorised must obtain authorisation prior to access being granted.
* CCTV monitoring - in line with SIA licence regulations, Diageo policy and GDPR.
* Alarm monitoring – ensure that all alarms are responded to, investigated and recorded in line with Diageo policy
* Maintain radio communication with site team
* Key management in line with the Diageo policy
* Escalate all issues to the security manager when needed
* Perform desk drops when required to do so by the client
* Weekend cleaning of the coffee machines
* Collect and safely store confidential waste when needed to do so
* Check all the fridge/freezers and escalate when the temperature is faulty
* Manage traffic flow safely and in line with the Diageo policies
* Manage the clients car park in line with the set process in place
* Accepting deliveries, storing them appropriately and notifying the customer
* Signing in and site inducting contractors in line with Diageo H&S policies
* Conducting internal and external building patrols, ensuring there are no breaches on the premises
* Manage the Condeco booking system for car park and visitors
* Evacuate/Close down and reopen the building in line with Diageo policies when required (IDS management)
* Expected to pass all penetration tests on site
* Conduct escorting patrols from 7HQ to the underground station when required
* Manage and escalate calls from the monitoring station as per process for the London sites.
* Log all defects and issues with the facilities helpdesk
* Assist with any other duty as directed by management.
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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 |
| **General Services Manager**  **Security Manager**  **Security Supervisor** **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. |
| * Delivering H&S inductions to contractors/visitors
* Preventing intruders from entering
* Document Management
* Safely evacuating the building and following process
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Dressed in a well presented company uniform
* Greet and meet the customer in a professional manor
* Maintain the security of the premises via internal and external patrols
* Report all abnormalities to the security supervisor
* Reply to all emails and phone calls promptly and professionally
* Maintain accurate inputting and recording of the DOB, Key register, Search sheets etc.
* Respond to all confidential waste removal request
* Ensure that ID cards are issued with relevant clearance levels including regular auditing
* Patrol high risk areas on site
* Assist with the evacuation of the building
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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 all relevant paperwork/emails are in order before issuing an ID card or adding a clearance
* Issuing keys and completing the register accurately
* Ensuring the safety and integrity of the premises
* Ensure that all elements of H&S and confidentiality documentation has been completed

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| 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
* Good written and spoken English
* Good knowledge of word, excel and outlook
* Must be flexible to work days, nights and weekends
* Able to respond to all emergencies swiftly
* Ability to type up full and detailed incident reports
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