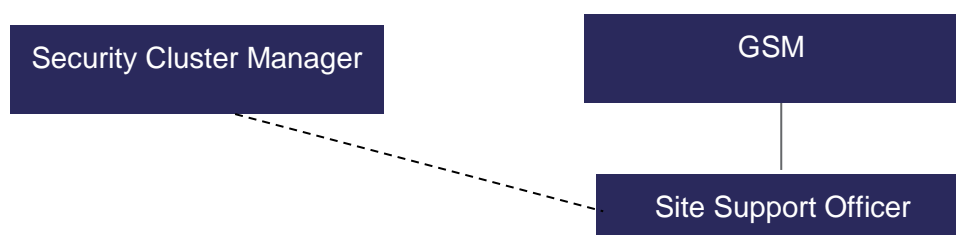


JOB DESCRIPTION

Position Title	Site Support Officer	Department	Soft Services
Generic Job Title	Security Officer	Segment	CSIFM
Team Band	Unbanded	Location	Bishops Stortford
Reports to	GSM	Office / Unit name	Diageo - Woodside

ORGANISATION STRUCTURE



Job Purpose

The first impression of our client business, this role needs to deliver impeccable service excellence with attention to detail, always anticipating customer needs.

Immaculate appearance and cleanliness is a prerequisite.

This position requires an individual who is a team player with a methodical approach, excellent communication, organisational & planning skills with the ability to challenge and review services.

The role requires a warm, friendly & dynamic individual with the ability to multi task in a pro-active team to deliver an exceptional level of service.

Ensuring all building occupants, visitors and colleagues receive the highest level of service in a pleasant clean and safe environment.

To facilitate a smooth reception and Security service, including the management of contractor and visitor inductions, site security including opening and closing the building, controlled access to site and the Health and Safety of those who work at the site or who are visiting the site

Accountabilities

- To ensure that the site is opened each day and all fire exits are clear. To secure and alarm the building each night.
- Working alongside the Front of House Co-ordinator, offer an outstanding visitor experience from greeting to host delivery and subsequent visitor check out,
- Ensure the cleanliness and housekeeping of reception and surrounding areas are at the highest standard during the time on duty
- Working alongside the Front of House Co-ordinator represent the Client providing a professional, efficient switchboard/telephony service, ensuring all calls are handled effectively and accurately.

- Working alongside the Front of House Co-ordinator ensuring all visitors/contractors to site have an up to date induction in place and the necessary ID when working on site
- To always look for time efficient ways of completing any activity
- Communicate effectively with all team members and participate in all team activities
- To ensure the legal & company requirements for fire, health, safety & hygiene are met and bring to the attention of the GSM any areas of training you feel you need or have missed.

Key Tasks

- To ensure that the work undertaken complies with Diageo and Sodexo policies at all times
- To be responsible for the opening of the site in the morning and for the closing, securing and alarming of the site in the evening
- To greet visitors, staff and contractors in a pleasant, professional manner and deliver a professional and consistent service always.
- To ensure all visitors to site are signed in and inducted and that all confidentiality and allergen paperwork is signed and filed
- Respond to email and telephone calls/requests promptly and professionally.
- Maintain accurate record of all security activities in the DOB and Shift Handover documents
- Maintain registers such as the Key control log, the security pass logs etc and ensure all are returned at the end of the day
- To manage and monitor the onsite access control system in line with the Diageo Access Control Policy. - Working with the Front of House Co-ordinator ensure that all access passes are kept up to date and cancelled as required. Ensure the process for requesting new cards and /or cards for new starters is adhered to and that the correct level of authorisation is given.
- CCTV monitoring in line with the SIA licence regulations, GS policy and GDPR.
- Alarm monitoring – ensure all alarms are working, responded to, investigated and recorded in line with Diageo Policy
- Liaison with the Key Holding Company for out of hours requirements.
- Perform desk drops when required by the client
- Conduct internal and external patrols daily to ensure there are no breaches on the premises.
- Daily check on all fridges and freezers. Recording of temperatures and escalate when the temperature is out of range.
- To undertake weekly checks on all Fire extinguishers throughout the building and record the findings, bring to the attention of the GSM any faults
- To undertake a daily check on all fire exits ensuring a safe route is available in the event of needing to evacuate the building
- To assist the Fire Marshalls in the event of a fire drill or true evacuation
- To conduct a weekly test on the fire alarm and record the test
- To work with the Handyman to ensure the Disabled refuge phone and the Lift phone is tested monthly.
- To ensure that the white lab coats are ready for collection each week by the Laundry supplier
- To provide First Aid support to the site
- To be responsible for the Management of the bar on behalf of Diageo to include, stock management, shelf life management, replenishment, glass management and cleanliness
- To support the Diageo team and the Warehouse Co-ordinator in preparing and packing product to leave site
- To understand the DHL booking system to provide continuity of service in the event the Warehouse Co-ordinator is absent.
- To work with the Front of House Coordinator to ensure that the reception desk is not left unmanned during welfare breaks during core business hours
- To be competent in all reception duties such as Site inductions, answering the telephone and forwarding on calls, booking meeting rooms, booking couriers, access cards etc
- To work with the Front of House Co-ordinator in keeping the reception area tidy and clutter free.
- To work with the Front of House Co-ordinator to manage the car park
- Daily floor walks of site to promote a positive and proactive vision of Sodexo
- Support to the Warehouse Coordinator with the incoming and outgoing of post and parcels, following up emails to recipients where necessary.

- To work with the Front of House Coordinator to support the requests from Diageo staff for couriers, ensuring all paperwork is completed correctly.
- To attend work promptly in accordance with your contracted hours
- To be prepared to assist your Sodexo colleagues, in a willing and positive manner and move from one activity to another
- To communicate effectively with all team members and to be friendly, pleasant and polite always
- To attend company briefing and training sessions as and when required
- To assist in the preparation of and participation in special functions at the Client/Company requests
- To look clean and smart, ensuring that the uniform provided is used and worn correctly and to follow the appearance and conduct policy

Key Performance Indicators (KPIs)

- i. No complaints about reception/ security cover
- ii. All paperwork is accurate and reliable, and information is stored correctly
- iii. Excellent Client feedback
- iv. All audits passed and there are no breaches at site
- v. All visitors to site are inducted, all paperwork is signed, logged and all visitors have appropriate ID

Skills, Knowledge and Experience

- i. Previous experience of working in a similar service environment within prestige environments with a strong focus on customer service
- ii. High level of personal hygiene
- iii. Relevant training, qualifications and experience to deliver services in line with legislative and statutory requirements
- iv. Awareness of the need to provide services in a sensitive manner such as not to affect Diageo's business reputation

Essential

- **Must hold a valid SIA licence.**
- Ability to multi task and prioritise and work on initiative
- Ability to work as a team and as an individual
- Reliable and Trust worthy
- Flexible
- Proactive and can-do attitude
- Good general health
- Good communication, numeric and literacy skills
- Attention to detail
- IT Skills

Desirable

- First Aid Qualification

Contextual or other information

- There may be a Requirement to support other sites within the Diageo Portfolio within the South Cluster
- Requirement for flexibility regarding working hours on ad-hoc basis to meet operational requirements

The job description is designed to identify the specifics of the role it does not however limit the post holder to the specific tasks and responsibilities listed. The post holder is equally responsible for the satisfaction of the users and must therefore ensure that the standards are delivered. This will mean that you undertake activities outside of the job description to ensure that the overall service is maintained.

This job description is intended to give the post holder an appreciation of the role and the range of duties to be undertaken, it does not attempt to detail every activity and it may be changed from time to time to incorporate changing circumstances. Specific tasks and objectives will be agreed with the post holder at regular intervals.

The contracted hours for this role will be 60 hours a week, Monday to Friday. The hours of work are expected to be 07.00am – 19.00

Version	4	Date	02/04/19
Document owner	Jayne Jessep		
	<p>I accept the duties and responsibilities outlined in this job description</p> <p>Signed.....</p> <p>Print.....</p> <p>Date.....</p>		