**EXPERTISE**

Job description

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| Function: | SECURITY DEPARTMENT |
| Position: | sECURITY – North Gate Controller |
| Job holder: | Signature: |
| Date (in job since): |  |
| Immediate manager: | Security Supervisor / Group Security Manager |
| Additional reporting line to: | Account Manager |
| Position location: | Honda |

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| 1. Purpose of the Job |
| To control all access / egress of Honda North gate with the support of Security Officers. |

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| 2. Organization chart |
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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To provide a professional, efficient, and approachable security service at North Gate, maintaining a high level of customer service to staff and visitors at all times. * To ensure only those who have been authorized to access North gate are allowed on site thus ensuring a safe and secure environment, recording maintenance issues, potential breaches of security or unusual occurrences in the ‘Daily occurrence book’. * To provide visitors to Honda at North gate with helpful advice, guidance and information and if not able to do so, seek guidance from the Shift Supervisor / Group Security Manager * Ensure that those who should not be granted access to Honda are professionally and politely prevented from gaining access or escorted from the Gatehouse and reporting such occurrences to the Security Supervisors and / or Group Security Manager as a matter of urgency. * To proactively lead the team of Officers working in the Gatehouse thus ensuring all visitors accessing the site do so in an organised and planned manner * To identify, with the support of the Group Security Manager and Shift Supervisors, those Officers who may need additional training in specific areas, thus enabling the team to work more productively and effectively together. * To conduct the above training, where possible, with the support of the Group Security Manager and Shift Supervisor and provide ongoing support as necessary in the form of coaching. * Identify those Officers with support from the Group Security Manager and Shift Supervisors who wish to progress within Security and assist in the mentoring relationship, following training. * To motivate Officers to be proud of the role they do and encourage them to put forward practical improvements thus benefiting all stakeholders * Provide support in an emergency / evacuation situation to Security Supervisor / Honda Fire Manager / Building Services in a calm and professional manner. Actively provide information to any emergency services when requested to do so. * As part of the team assist Building Services with the regular testing of fire alarms and other security equipment, completing the appropriate logs, and notifying the Security Supervisor or Group Security Manager of any issues of malfunctioning equipment. * Ensure that Honda’s CCTV system is professionally, effectively and sensitively monitored in compliance with relevant procedures and legislation. * To ensure searches are completed and recorded on vehicles prior to leaving site as per Honda requirements, * Ensure the effective control and maintenance of keys and security equipment including any equipment e.g. radios, within North Gate * Conduct routine security administration and ensuring any lost property in Honda is securely stored, recorded and retrieved for the owner where appropriate. * Maintain all security related equipment and working areas to a high standard of cleanliness and safety and ensure all defects are reported. * Complete relevant records and log books, in a professional manner providing sufficient detail. * Support and comply with Honda’s Fire, Health and Safety, and Security policies and procedures. * Undertake first aid training and provide first aid services to staff, visitors or patrons as requested. * Working with a Building Service Technician or Fire Officer, carry out the evacuation of people from lifts, to minimise panic and ensure the safety of all concerned. * Assist in the induction and training of new members of the team within the Gatehouse * Undertake any new training policies introduced by Sodexo or Honda as directed by Site Supervisor / Group Security Manager * Deal with any suspicious packages, maintaining own and others safety and dealing with these in accordance with Sodexo policies and procedures. * Actively maintain the confidentiality of information to which Officers will be privy, be this around individuals or security sensitive information in relation to the Building, and using appropriate language, particularly within the working environment. * Undertake any other duties as may reasonably be required by the Security Supervisor, Group Security Manager and/or Honda management team |
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| 4. 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. |
| * To ensure only those who have been authorized to access North gate are allowed to do so by using the correct access documentation. * To be responsible for the team of Security Officers within the gatehouse during their shift and report concerns to the Shift Supervisor / Group Security Manager in a timely manner. * To provide an efficient and professional service to all visitors, Associates and Contractors * Prior to vehicles leaving site to ensure Officers efficiently carry out searches to the level agreed and record in the correct manner with any concerns raised with the Shift Supervisor / Group Security Manager as a matter of urgency. |
| 5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Holder of an SIA licence * Full and preferably clean UK driving licence essential and for insurance purposes be aged 25+, and have had 2 years relevant driving experience * Ability to communicate in English both verbally and in writing to an excellent standard * Excellent IT skills * Exhibits characteristics of Service Spirit, Team Spirit and Spirit of Progress * Strong interpersonal skills enabling good relations with customers, Clients and colleagues * Ability to work as a team player and having the confidence to delegate tasks * Ability to organise oneself and prioritise tasks and work alone * Copes well under pressure in emergency situations * The ability to identify and communicate potential problems to Supervisor / Group Security Manager * Willingness to accept DLS * Ability to attend training courses some of which may be off site * Ability to carry out the role completing site wide internal and external patrols * Clean and tidy appearance * To be proud of being in the role of the North Gate Controller. |
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