**EXPERTISE**

Job description

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| Function:  | SECURITY DEPARTMENT |
| Position:  | sECURITY OFFICER (1) |
| Job holder: |  Signature: |
| Date (in job since): |  |
| Immediate manager: | Security Supervisor |
| Additional reporting line to: | Group Security Manager |
| Position location: | SN3 4TZ |

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| 1. Purpose of the Job  |
| To provide an efficient and professional security service to SN3 4TZ, Associates, visitors and other onsite Contractors and Sodexo. |

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| 2. Organization chart  |
| See next page |

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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Provide a professional, efficient, and approachable security service with associated switchboard, gatehouse and reception duties, maintaining a high level of customer service to staff and visitors at all times.
* Carry out internal and external patrols, day and night to ensure a safe and secure environment, recording maintenance issues, potential breaches of security or unusual occurrences in the ‘Daily occurrence book’.
* To provide visitors to SN3 4TZ with helpful advice, guidance and information and if not able to do so, direct to other members of staff who can assist.
* Ensure that those who should not be granted access to SN3 4TZ are professionally and politely prevented from gaining access or escorted from the building.
* Provide support in an emergency or evacuation situation, in a calm and professional manner. Actively provide information to any emergency services when requested to do so.
* As part of the team assist facilities team 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 and regularly check that SN3 4TZ’s fire exit doors are maintained free of obstructions and that the chains are removed when occupied, reporting any defects or maintenance issues as appropriate.
* Monitor and respond immediately to alarm system activations to check designated areas of concern. Effectively follow procedure to notify SN3 4TZ staff and patrons of situations or actions required of them.
* Ensure that SN3 4TZ’s CCTV system is professionally, effectively and sensitively monitored in compliance with relevant procedures and legislation.
* Conduct individual, bag and property searches, if directed to do so by the Site Supervisor and / or Group Security Manager.
* Ensure the effective control and maintenance of keys and security equipment including any equipment e.g. radios.
* Conduct routine security administration including the issue of parking passes, SN3 4TZ staff cards and visitor passes and, permits. Ensure that any lost property in SN3 4TZ 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.

Continued:* Support and comply with SN3 4TZ’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.
* Undertake any new training policies introduced by Sodexo or SN3 4TZ as directed by Site Supervisor.
* Where required work as a Duty Fire Officer (training will be provided) and report potential risks to the Site Supervisor.
* 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 SN3 4TZ 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 the areas of responsibility are secure and Associate and visitor access is monitored as per

SN3 4TZ and Sodexo agreed procedures* To provide an efficient and professional service to all visitors, Associates and Contractors
* To provide an efficient and professional switchboard service as / when required
* To efficiently carry out searches as directed by the Group Security Manager / Security Supervisor
* To complete internal and external patrols at the agreed times and report to the Security Supervisor any maintenance issues / hazards / potential breaches of security / unusual occurrences and recording in the ‘Daily Occurrence Book’.
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| 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
* CCTV licence
* Full and preferably clean UK driving licence essential and for insurance purposes applicants must be 25 years of age and have 2 years relevant driving experience
* Ability to communicate in English both verbally and in writing to an excellent standard
* IT literate
* 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
* Ability to organise oneself and prioritise tasks and work alone
* Copes well under pressure in emergency situations
* Identifies and communicates potential problems to Supervisor
* 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
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