****

Job Description

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | |
|  | **P****osition Title** | Security Officer (Shift) |  | **Department** | Security |  |
|  | **Generic Job Title** | Security Officer |  | **Segment** | CSIFM |  |
|  | **Team Band** | Unbanded |  | **Location** | Purfleet |  |
|  | **Reports to** | GSM/ Security Supervisor |  | **Office / Unit name** |  |  |
|  | | | | | | |
|  | **Organisation structure**  General Services Manager  Security Supervisor  **Security Officers x 10 on shift and 1 day guard** | | | | |  |
|  | | | | | | |
|  | **Job Purpose**   * To complete daily operational duties, including rail crossing & weighbridge duites, visitor access control,vehicle entry control, site patrol & searches, ensuring all site procedures & company – Sodexo and Client- documention is completed & all policies are adhered to at all times. * During the provision of the role, the Security Officer will ensure exemplary standards of security and customer service are provided to the client and visitors to the site at all times. Working together as part of a wider Sodexo team the officer will also foster great relationships * To develop an in depth knowledge of all company security procedures, activities, products & key personnel and provide any relevant suggestions on service improvements to the Security Supervisor. | | | | |  |
|  | | | | | | |
|  | **Accountabilities** or “What you have to do”   * Be professional, pleasant, asertive, courteous and helpful at all times whilst carrying out duties to the highest levels of customer service. * Ensure great standards in personal grooming, strictly adhering to the site uniform requirements * To deal efficiently and effectively with all site emergencies including fire alarms and actual and bomb scares. Ensure full compliance with the site Health and Safety procedures * Support the Security Supervisor in the operational delivery of all manned guarding activities on site. * Comply with the Network Rail requirements on the Railway Crossing by completing Network Rail ‘Training for Private Crossing Attendants. * Deliver the AIs and ensure compliance with the protocols and procedures, logbook, DOB etc as documented on site. Compliance with the Quality Management System * Control the issue of keys and the return of keys. * Correct collation and recording of lost property items. * Ensure a timely response to all security issues, alarms and events with all incident reports completed * To monitor the live CCTV images to assist in the identification of any unusual activity within the site boundry * Maintain accurate information on all vehicle movements * Provide accurate Weighbridge records. * To ensure that all suppliers, drivers, contractors etc comply with the access to site protocols. * Meet and Greet visitors to site. Ensure all visitors complete the site Visitor Access Form and answer the Food Hygiene Questions. Advising the host of visitor arrival. * Prevent unauthorsied access to the site at all times. * To ensure that Patrols are undertaken around the site. * Maintain excellent relationships with the client, Network Rail, security partners and Sodexo colleagues * Any other reasonable tasks requested by the Security Supervisor or GSM. | | | | |  |
|  | | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | | | | |
|  | **Key Performance Indicators** (KPIs) or “What it will look like when you are doing the job well”   * Network Rail site visits meet required safety standards * Security issues and related incidents have been dealt with in a timely manner * All ADM and Weighbridge records are completed to required standard * Assignment Instructions have been completed in line with the Quality Management System * Display a professional approach at all times * There are no breaches in site security in terms of access, theft or other criminal activity. | | | |  |
|  | | | | | |
|  | **Knowledge, skills and experience**  ***Essential***   * Holds a current SIA Frontline Guarding License and training meets the standards laid down by the SIA. A minimum of 9 months experience working as a guard in a similar environment. * Network Rail compliance on Medical Requirements, Drug & Alcohol Policy, Working Time and Rosters and Staff Competence * Ability to completel understand and act upon the Site Procedures * Great verbal and written communication skills. Able to articulate clearly and credibly with the client, senior managers and all staff * To be a team player and work as part of a successful team, developing client & customer relationships * Ability to work unsupervised and take extra responsibility * Able to be calm and logical when under stress or duress * Flexibility   ***Desirable***   * Previous experience/knowledge of security on a manufacturing site would be an advantage. | | | |  |
|  | | | | | |
|  | **Contextual or other information**   * Driving License is essential * The above is a guideline only and is not be to taken as exhaustive. * The role will may evolve over a period of time and may result in additional duties being incorporated. * This role rquires working on a fixed 12 hour shift pattern including day and night work. Off days and annual leave are fixed as part of the shift rota.There is a system of committed hours – call ins at short notice and this is accounted for in the annual salary. * Random D&A testing occurs. | | | |  |
|  | | | | | |
|  | | | | | |
| Version | | 4.00 | Date | 11/09/17 | |
| Document owner | | MC | | | |