

Job Description:   
Relief Security Officer

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| Function: | | | | Security Nestle York | | | | | | | | |
| Position: | | | | Relief Security Officer/Weighbridge Operative | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Security Supervisors | | | | | | | | |
| Additional reporting line to: | | | | Customer & Visitor Experience Manager | | | | | | | | |
| Position location: | | | | Nestle York | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To support the security operations team by providing completion of requests for additional cover, information requirements and business processes while continually improving efficiency. * Be professional, pleasant, friendly, courteous and helpful at all times whilst carrying out duties to the highest levels * To ensure exemplary standards in personal grooming, strictly adhering to company uniform requirements. * To deal efficiently and effectively with emergencies ensuring the customers are kept fully informed at all times. * Provide assistance to third party contractors / visitors ensuring all local site location procedures / policies are adhered too * To liaise closely with statutory authorities, dealing with incidents and the provision of information. * Maintain continuous monitoring of site radio systems adhering to correct radio procedures at all times. * Diligent management and maintenance of site records / reference materials including Health & Safety records, Incident Forms and the Daily Occurrence Book * To provide regular liaison and timely feedback to the management team on all aspects of service delivery, implementing effective solutions and corrective action to enhance the service. * Undertake any other reasonable duties as required to meet the needs of the business * Ensure a timely response to all security issues and events. * To develop excellent working relationships with our customers engaging with all levels in the business | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Add point | | | | | | | | | | |

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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. |
| Customer & Visitor Experience Manager  Security Supervisors    Relief 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. |
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Planning and implementation of reaction to short notice cover requirements * Assist in maintaining a safe working environment for all employees * Assist in the monitoring of alarm and CCTV system providing appropriate response to un-planned events * Remain alert at all times in the maintenance of the Nestle Control Room integrity and in the protection of its assets * Complete all reasonable management requests |
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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. |
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Clear & concise written work including report writing * Good Analytical skills * Methodical and thorough approach to work maintaining attention to detail * Able to prioritise workloads & manage time efficiently and effectively * Data management & input * Organised & able to take the initiative * Negotiation skills * Ability to communicate effectively with all levels of employees and customers * Competent with different types of operational systems * Any candidate must understand and thrive on working in a customer focused environment * This role requires a high level of energy, drive and resilience as well as an ability to do things at pace without loss of accuracy * High personal standards * Able to proactively plan training activity / events and mitigate potential barriers to success * Strong interactive communication skills * Able to demonstrate an ability to negotiate cross-functionally through various media (telephone, written word and 1-1 / group sessions) |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided |  | | * Rigorous management of results |  | | * Brand notoriety |  | | * Learning & development |  | | * Employee engagement |  | | * Commercial awareness |  | |

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| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | 1 | Date | 12/08/2019 | | Document Owner | Vasile Cebanu | | | |

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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |