

**DEFENCE & GOVERNMENT SERVICES**

Job Description:   
Security Officer

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| Function: | | Defence & Government Services | |
| Generic job: | |  | |
| Position: | | Out of hours Security Officer | |
| Job holder: | |  | |
| Date (in job since): | | 1st December 2018 | |
| Immediate manager  (N+1 Job title and name): | | John Norlinds, CRM | |
| Additional reporting line to: | | Sodexo Security Control | |
| Position location: | | 5 St Philips Place, Colmore Row, Birmingham | |
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| 1. Purpose of the job | | | |
| * To control and monitor the access of personnel to 5 St Philips Place out of hours * Ensuring the highest levels of security is maintained at all times * Check passes at weekends, when tenants are on site. Standard procedure is in place. * Ensure patrols are undertaken and inspect plant for leaks, running out of hours etc * Maintain regular check calls during the entire shift. * Unless specified, there is STRICTLY NO ENTRY TO THE BUILDING – OUT OF HOURS. * When applicable, move full BIFFA waste bins from basement to outside reception doors. Leave outside after 22.00 at night. * Carry site mobile phone at all times, in case of emergency | | | |
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| 2. Dimensions | | | |
| 6,024 sq metres |  | | |

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| 3. Organisation chart |
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| **4. Context** |
| * Comply with all Sodexo company policies/procedures * Comply with all legislative requirements * Adhere to any local client site rules and regulations * Role model safe behaviour * Unsociable hours in line with business requirements maybe required * Flexibility on work schedule and location maybe required – NO. THIS WILL BE PERMANENT |

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| 5. Main assignments |
| * To continue to develop one’s own skills and knowledge within the position, including any required training courses * To maintain excellent client/customer relationships * To attend team briefs, huddles and meetings as required * To attend your performance development review to discuss job standards and agree development activities * To maintain a clean and tidy work area at all times * To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required * To care for all available resources including equipment, materials and supplies as directed * To report any near miss occurrences, accidents or faulty equipment to management * To ensure effective communication with line manager, team, customer and client organisation * To maintain all areas of responsibility to the set service standards and in line with applicable service offer * To check in House site / tenant passes for all personnel requiring access to the site within the timescales detailed in the service standards * To offer exemplary standards of customer service as the front line towards all visitors and staff at the site, assisting with queries where possible * To monitor CCTV footage of the site for any signs of a security breach * To raise any security concerns immediately with Sodexo Security Control * To offer exemplary standards of customer service as the front line towards all visitors and staff at the site, assisting with queries where possible * To follow the correct incident reporting procedures using designated forms * To ensure that personnel appearances are beyond reproach, strict adherence to uniform dress standards is to be maintained at all times * To diligently take and hand over every duty shift ensuring that a full check of the daily occurrence and incident report books is carried out on each takeover of duty * Comply with all Sodexo company policies/procedures and client site rules and regulations * To carry out any other reasonable tasks and/or instructions as directed by management |

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| 6. Accountabilities |
| * Ensure site is secure and safe at all times. |

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| 7. Person specification |
| Essential:   * Must be able to demonstrate effective verbal and written communication * Able to work on own initiative and within a team environment * Able to demonstrate attention to detail and adherence to standards   Desirable:   * Experience of working within civil service environment and all security protocols associated with it. * Proven track record of employment within a security lead site |

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| 8. Competencies |
| N/A – this section is for management job descriptions only |

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| 9. Management approval |
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