

**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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| Version | 1 | Date | 01 September 2016 |
| Document owner | ‘Initials’ |

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