

# Job Description: Control Room Coordinator



Function:	Security Control Room Management
Position:	<b>Control Room Coordinator</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Security Support Manager: Stephen Giles
Additional reporting line to:	National Security Manager: Mark Death
Position location:	310 Broadway, Salford, Manchester

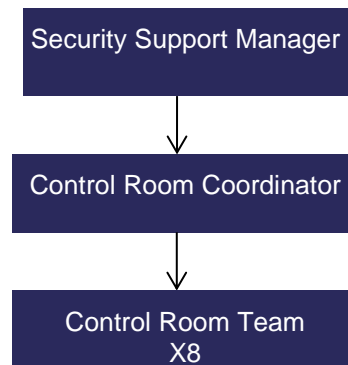
## 1. Purpose of the Job – State concisely the aim of the job.

- To manage the day-to-day control room operations by providing expertise and focus on completion of requests for additional cover, information requirements and business processes while continually improving efficiency.
- To build beneficial internal / external relationships and ensuring a co-ordinated approach to operational deadline adherence.
- To support Sodexo in the overall delivery of the control & relief security strategy
- To establish and promote training regimes to improve the performance of control room operators in key control room competencies.
- To ensure training and development of Sodexo security support officers and control room operators is maintained to the company standards
- To ensure control room staff effectively schedule and deploy suitably trained security support officers to our client's sites.
- Will ensure that technology used for the management of the control room operation will be suitable for the task, and 100% understood by all operators using it
- To manage scheduling processes including extensive administration requirements
- Will monitor monthly the demand for site support officers and provide a report on where any recruitment is needed based on agreed operational hours
- To liaise with our third party service partner to ensure a quality support service is achieved, and report any non-conformances to the security support manager.
- To ensure that the control room operation performs in line with financial budgets, and reports weekly to the security support manager the financial position.

## 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 FY16:	EBIT growth:	Growth type: n/a	Outsourcing rate:	Region Workforce
	EBIT margin: 7%			
	Net income growth:		Outsourcing growth rate:	HR in Region
	Cash conversion:			
Characteristics    ▪    Support the growth of Sodexo security to achieve revenue of £80 by 2018				

**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.



**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.

- Adherence to BS 7499 / 7858 regulatory guidelines
- Adherence to Approved Contractor Scheme requirements
- Adherence to NSI Gold requirements
- Adherence to Data Protection Act requirements
- Ownership of workforce management system for compliance and efficiency
- Ownership of security systems used to provide additional services to Sodexo clients
- Direct management of control room staff and reporting on all site security support officers
- Reconciling of all financial data which is impacted by the control room functions
- Preparation and dissemination of hours worked by control room and site security support officers
- Managing the right balance of trained site security support officers to all of Sodexo's business

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Planning and implementation of forward scheduling / reaction to short notice cover requirements
- Ensure initial scheduling of new employees completed within an acceptable timeframe
- To undertake sickness and holiday cover for the control room operators when required
- Support weekly payroll & expense entries for all control room operators & security support officers
- Production of requested report summaries & management information within required timeframe
- To guide, train and develop all control room operators in the delivery of an effective and efficient control room service
- Monitor & supervise the delivery of customer support requests ensuring deadlines are met and communication is sent out
- 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
- Manage at all times the maintenance of the Control Room integrity and in the protection of its assets
- Report weekly the financial performance of the control room operation
- Complete all reasonable management requests

**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.

- All customer support requests delivered in accordance with local agreements and as per the control room assignment instructions
- Employee payroll processed without error and in agreed timeframes
- All service levels and key performance indicators for the control room are met
- All staff working in the control room and on customer sites receive the right level of training and support to undertake their duties which will be appropriately documented.

**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
- Must understand and thrive on working in a customer focused environment
- Must have 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)
- Must be CCTV and Security Guarding licensed.
- Detailed knowledge of workforce management systems, SAP and remote systems for CCTV monitoring

**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	▪ Leadership
▪ Rigorous management of results	▪ HR Service Delivery
▪ Brand notoriety	▪ Innovation and Change
▪ Learning & development	
▪ Employee engagement	
▪ Commercial awareness	

**9. Management Approval** – To be completed by document owner

Version	1	Date	
Document Owner	Mark Death		

**10. Employee Approval** – To be completed by employee

Employee Name		Date	
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