

Job Description: Security Supervisor



Function:	Security Team Member, Sodexo Justice Services
Position:	Security Supervisor
Job holder:	
Date:	6/6/18
Immediate manager:	Mike Everett, Facilities Manager
Additional reporting line to: Internal verifier	Sodexo Security Desk
Position location:	Exeter Crown and County Court

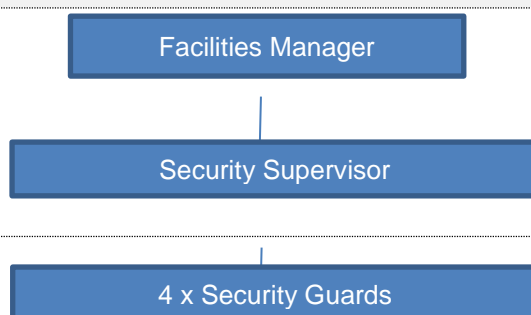
1. Purpose of the Job

- Monitor the security of the building and personnel at all times at Exeter Crown and County Court.
- Meet and greet all staff, visitors, and members of the public in a professional manner
- Undertake security patrols as required
- Control access to the building
- Complete daily log
- Manage the team and monitor performance
- Organize and agree team's shift patterns
- Ensure we run in line with KPIs

2. Dimensions

N/A

3. Organization chart –



4. Context and main issues

- Security breaches when person in court attempts to escape
- Difficult and possibly aggressive members of the public
- Volume of persons entering the building at critical times, difficult to control due to volume
- Lack of knowledge by members of the public
- Difficult clients and emotional clients

5. Main assignments

- An active member of the on-site security team
- Ensure the site is secure at all times
- Undertake site security checks in line with the SLAs
- Work with the courts to monitor and control parking
- Lock and unlock the building at the beginning of the working day and at the end of the working day, operational times 7am – 7pm
- Manage and assist court staff when evacuating the building either as a practice or when the alarm is activated
- Assist the emergency services as necessary
- Undertake checks when opening and closing the site, ensuring all windows and doors are secured
- Monitor and record CCTV images in line with the Data Protection Act
- Monitor various alarms, fire, panic, disabled toilets
- Generate reports or images as requested
- Attend court as a security deterrent when requested
- Meet visitors, clients, customers, staff members and members of the public in a friendly and professional manner
- Issue security passes as required to court visitors
- Monitor all persons entering the site
- Undertake security checks on all persons entering the courts, ensure all bags and appliances are searched in line with the site search policy.
- Open and close roller doors when deliveries or collections take place
- Manage the front of house mail deliveries and deliver to or notify MOJ representative
- Record and confiscate all restricted items, secure the items and issue a receipt to the customer
- Return confiscated items when the customer leaves site
- Man the site for all out of hours working
- Ensure all contractors sign in the visitor's book and ensure they report to the FM office
- Ensure you are dressed in a smart manner in line with Sodexo security dress policy
- When on front of house public facing, ensure a stab vest is worn when necessary
- Monitor the site for all H&S issues and report near misses when found
- Notify business admin of any other issues that may affect the courts, or court availability
- Monitor energy usage and report issues to site Facilities Manager
- Undertake any other reasonable request in line with business needs

6. Accountabilities

- No unauthorised access into the building
- No prohibited items entering the court via the security desk
- All persons entering the court are to be monitored at all times
- Ensure we receive no complaints from members of the courts or members of the public

7. Person Specification –

- SIA Licence holder
- A customer focussed individual
- Smart and tidy appearance
- Restraint trained
- Demonstrative experience and level of administration skills
- Excellent organizational and leadership skills
- Desire to work as part of a team

8. Competencies –

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| ▪ Customer Satisfaction / Quality of Services provided |
| ▪ Rigorous management of site access |
| ▪ Brand Notoriety |
| ▪ Commercial Awareness |
| ▪ Customer Engagement |
| ▪ Learning and Development |
| ▪ Innovation and Change |

9. Management Approval

Version	one	Date: 6/6/18
Document Owner	Mike Everett	