**EXPERTISE**

Job description

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| Function:  | SECURITY DEPARTMENT |
| Position:  | SecURITY Customer Service / Supervisor Support Officer (1) |
| Job holder: |  Signature: |
| Date (in job since): |  |
| Immediate manager: | Group Security Manager |
| Additional reporting line to: | General Services Manager / Account Manager |
| Position location: | Honda |

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| 1. Purpose of the Job  |
| To support the Shift Supervise in the daily operation of CP1 Security office |

Draft. Version: 27-03-2014

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| 2. Organization chart See next page |
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| 3. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To support the Shift Supervisor in the daily operation of CP1 Security office
* To ensure that Honda’s CCTV system is professionally, effectively and sensitively monitored in compliance with relevant procedures and legislation.
* To ensure all visitors are signed in, in a timely and professional manner.
* To provide visitors to Honda with helpful advice, guidance and information and if not able to do so, direct to other members of staff who can assist.
* To ensure that those who should not be granted access to Honda are professionally and politely prevented from gaining access or escorted from the building and reporting such occurrences to the Group Security Manager / as a matter of urgency.
* To ensure all deliveries are received and signed for and the addressee is informed
* To support the upkeep and maintenance of the ANPR database
* To update and maintain the Access Control database management system
* To issue ID cards / VMC vending cards and update the database
* To provide support in an emergency or evacuation situation to Honda Fire Manager / Building Services in a calm and professional manner and to actively provide information to any emergency services when requested to do so.
* To ensure all daily documentation is controlled
* To support the Security team across the site if requested to do so by the Shift Supervisor / Group Security Manager

Continued* To support with associated switchboard, gatehouse and reception duties, maintaining a high level of customer service to staff and visitors at all times.
* To assist Building Services team / Fire Managers with the regular testing of fire alarms and other security equipment, completing the appropriate logs, and notifying the Security Shift Supervisor / Group Security Manager of any issues of malfunctioning equipment.
* To organise and conduct as necessary individual, bag and property searches, as directed to do so by the Security Shift Supervisor / Group Security Manager.
* To ensure the effective control and maintenance of keys and security equipment including any equipment
* To support the Security Shift Supervisor / Group Security Manager in completing security administration including the issue of parking passes, Honda staff cards and visitor passes and permits.
* To ensure that any lost property in Honda is securely stored, recorded and retrieved for the owner where appropriate.
* To support the Security Shift Supervisor that the CP1 Security offices is kept in a tidy fashion with attention paid to 5 S
* To undertake first aid training and provide first aid services to staff, visitors or patrons as requested by the Group Security Manager.
* To complete training and support for new members of the Security team.
* To undertake any new training introduced by Sodexo or our Client as directed by the Group Security Manager / Security Shift Supervisor
* To ensure that any suspicious packages are dealt with in accordance with Sodexo policies and procedures and such an occurrence is reported to the Security Shift Supervisor / Group Security Manager as a matter of urgency.
* Actively maintain the confidentiality of information to which Security team will be privy, be this around individuals or security sensitive information in relation to the Building, and using appropriate language, particularly within the working environment.
* Undertake any other duties as may reasonably be required by the Group Security Manager / Security Shift Supervisor and/or our Clients management team
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| 4. 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. |
| * To ensure our Clients property, Associates, Contractors and visitors are secure by supporting the Security Shift Supervisor / Security team with any concerns are reported quickly to the Group Security Manager.
* To provide an efficient and professional switchboard service as / when required
* To carry out searches as directed by the Security Shift Supervisor / Group Security Manager
* To organize, supervise and complete internal and external patrols at the agreed times and report any maintenance issues / hazards / potential breaches of security / unusual occurrences in the ‘Daily Occurrence Book’.
* To ensure the ‘hand-over’ to the next Customer Service / Supervisor Support Officer on duty is completed fully and timely.
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| 5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * **Essential: Holder of an SIA Door Supervisor licence**
* **Essential:** **Full and preferably clean UK driving licence and for Sodexo Insurance purposes drivers must be at least 25 years of age and have 2 years relevant driving experience**
* **Must have the ability to communicate in English both verbally and in writing to an excellent standard and in a professional manner**
* Excellent working knowledge of Microsoft office – Outlook / Excel / Word / PowerPoint
* Previous experience of working in an office environment
* Exhibits characteristics of Service Spirit, Team Spirit and Spirit of Progress
* Very strong interpersonal skills enabling excellent relations with customers, clients and colleagues
* Ability to work as a team player
* Ability to organise oneself and prioritise tasks
* Copes well under pressure in emergency situations
* Ability to identify and communicate potential problems to Security Shift Supervisor
* Willingness to accept DLS
* Ability to attend training courses some of which may be off site
* Ability to carry out the role completing site wide internal and external patrols
* Clean, tidy and smart appearance
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