

Job title	Security Operations Manager	Date May 2023
Reports to (title)	Security Manager / Senior Security Manager	
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

To manage a professional shift security team, carrying out daily tasks as specified to create a safe and secure working environment for all visitors and staff, whilst always ensuring good customer service is provided whilst doing this.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

Operations

- Support all security operations in compliance with all Statutory, Company, Legal and Contractual requirements.
- Ensure adequate and timely responses to incidents and changed customer requirements.
- Ensure manning of the site at contracted levels with regular shift patterns and with trained and qualified staff.
- Work in partnership with EMCOR colleagues, ensuring all aspects of Site Security, Health & Safety and Fire Prevention requirements are effectively managed.
- Management of the security control rooms (where applicable)
- Fully understand the use of all IT systems and applications and to monitor the correct application of the EMCOR and client IT Security Policies.
- To maintain liaison with relevant local, external agencies (e.g. Police, Fire) on a regular basis.
- To assist in the management of any external activity that might impact on the customers business.

Staff Management

- To manage a Security Team that is well motivated, informed, focused and clear about its role and objectives.
- Ensure appropriate motivation and formalised development training of staff
- Maintain fair and consistent grievance and disciplinary procedures.
- Arrange extra cover, standby and replacement Security Officers from within the Team as required.

Administration

- Provide accurate and timely information for preparation of monthly and planning reports.
- Ensure that all cover, standard and extra, is accurately recorded
- Ensure provision of adequate information for proper personnel administration of employees.
- Ensure assignment instructions, Standard Operating Procedures (SOs) and any other relevant Security Manuals are updated and maintained in response to incidents. Ensuring that all team members have read and signed to say they understand the requirements of the procedures.
- Ensure that all incidents and requests for assistance are accurately recorded on the correct forms.

Recruitment

- Monitor staffing requirements, recommending appropriate action to management.
- Identify subsequent training needs and ensure employee is trained to required standards.
- Provide sufficient site training to ensure adequate numbers of qualified standby staff.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Security Supervisors
Security Officers
3rd Party Officers
Front of house (where applicable)

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Clearance to BS7858
- SIA Licence – Security Guard (SG)
- SIA Licence – Door Supervisor (DS) (if applicable to scope)
- SIA Licence – CCTV (if applicable to scope)
- First aid qualification
- Customer service experience
- Ideally has management experience in a Corporate Security environment, HM Forces or Police.
- Excellent communication skills, verbal and written English
- Excellent IT skills including Microsoft office
- Experience of report writing, agenda setting and chairing duty briefings
- Negotiating skills
- Planning, organizing and delegating skills
- Smart Appearance
- Cooperative with a 'can do attitude'
- Must be able to complete all physical requirements of the job with or without a reasonable accommodation.
- A flexible approach to work, and changing demands
- Polite and courteous when dealing with staff and clients
- Understanding of Health & Safety at work regulations
- Commitment to quality service in compliance with company policy and procedures including Assignment Instructions
- Commitment to Equal Opportunities in particular treating everyone with respect
- Commitment to employee and personal development
- Management experience gained within the security industry
- Awareness of financial and corporate responsibilities

Job Description

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Shift patterns for staff, understanding of vetting levels and procedures.

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>				
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>