

# Job Description

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Job title	Security Officer	Date May 2023
Reports to (title)	Security Supervisor	
Local job title	Add if applicable	
Account		Revision
Location		

## Job purpose

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

This role will be to carry 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.

- demonstrate a positive commitment to a high level of customer service, professional presentation, and confidentiality at all times.
- always display excellent situational awareness.
- facilitate access/egress to building(s) whilst maintaining a high level of client facing and customer service skills.
- be aware of protest and demonstration activity and respond/escalate as appropriate.
- to actively take part in assisting staff, guests and contractors and public bodies regarding passing them information, giving direction, or responding to queries that are raised in a professional manner.
- to be fully conversant with all operating procedures and always follow them.
- assist as instructed during major incidents.
- always display your SIA licence whilst on duty.
- maintain accurate records/logs and submit reports as instructed.
- positively participate in any staff welfare or development programmes and to actively engage in any mandatory training.
- use communication tools (radio/phones) in a confident and clear manner.
- carry out any other reasonable request as required

## Resource responsibilities

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

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none

## 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 (ELS<<<<)
- Customer service experience
- written and verbal communication required to meet deliverables of role- check chloe for words ie LTS level 2?.
- Experience of using IT software ( word, teams, outlook)
- Reliable, punctual and approachable.
- To take pride in your appearance at all times
- Flexible in the approach to daily duties
- Ability to prioritise tasks and work under pressure
- Comfortable to work alone using initiative and work as part of a team
- Fitness???

## 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.

Add as applicable -Shift pattern, mobile or static, driving licence, clearance level

Line Manager <i>Signature</i>	
Print Name	
Date	

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Job Holder <i>Signature</i>	
Print Name	
Date	

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