

Job Description

Job title	Security Control Room Operator	Date October 2025
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

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

Location:

Salary:

Working hours:

Benefits: 25 Days Holiday + BH, Flex Benefits (EMCOR UK discount scheme)

About EMCOR UK:

At EMCOR UK, we revolutionise facilities management by combining our engineering heritage and innovation capability. We prioritise people in everything we do, collaborating closely with our customers to understand all their needs, from the big picture to day-to-day operations. Our purpose is to "create a better world at work". Using our unique insight platform, "One Data World," we harness data-driven intelligence to make informed decisions, adapting our services to meet our customers' evolving requirements. This allows us to cultivate an enhanced workplace experience for their teams whilst optimising efficiency, meticulously managing every asset, and minimising their impact on the planet. All supported by our commitment to safety, compliance, and assurance. Our partnering approach empowers our customers to shape a better future. Whether guiding their path to net zero or redeveloping their facilities for enhanced efficiency, we create better places for work whilst taking away the burden of facility operations, freeing up our customers to concentrate on their business.

The Control Room Operator is part of a team working in the Control Centre responsible for monitoring various security systems including CCTV, access control, fire alarm and intruder alarm across a number of sites

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.

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- CCTV monitoring
- Managing of an access control system and responding to alarms
- Liaising with supply partners to log & resolve issues with security systems in a timely manner
- Dealing with communications from telephone calls and emails in a professional manner in accordance with site specific operational procedures
- Exchanging all necessary information to colleagues during shift handover
- Develop and maintain relationships with the client and key stake holders
- Support with maintaining accurate site administration files
- Ensure that all relevant processes and procedures are always adhered too
- Logging incident forms for security issues or breaches in procedure.
- Supporting the Security Manager with any project work or ad-hoc task

Resource responsibilities

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

Person specification

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

- Front Line SIA License in Security Guarding will be required upon successful application
- Strong written and verbal communicator with a high level of interpersonal skills
- Willing to work as part of the team and strive to develop within the role
- Able to use MS Office – Outlook, Excel, Word and SharePoint to a good level
- All applicants who are offered employment will be subject to a criminal record check (Disclosure) from the Criminal Records Bureau before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether “spent” or “unspent”. Criminal convictions will only be taken into account when they are relevant to the post.
- Valid First aid certificate- Advantageous

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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.

At EMCOR UK, we embrace and celebrate diversity in all its forms.

We welcome applicants from all backgrounds and experiences, regardless of age, race, gender, sexual orientation, religion, disability, or any other characteristic that makes you unique. We believe that a diverse and inclusive workforce fosters creativity, innovation, and better problem-solving.

We encourage applications from all candidates and are committed to providing equal opportunities for employment and growth, supported by our inclusive policies and practices.

Join us in our endeavour to build a culture of mutual respect and equity, a place where every voice is heard, and every individual is championed.

Join us in building a better world at work.

25 Days holidays + Bank holidays

Holiday Buy Scheme - up to 5 days a year

Industry leading Maternity & Paternity Policies

Refer a Friend scheme – worth £500 per referral

GEMS – Internal recognition scheme with vouchers for Amazon and retail/dining

Extensive Learning & Development opportunities, including opportunities for progression.

Access to Flex Benefits: Discount Shopping, Gym, Mobile, Family Activities, Insurance, Dining Experience, Car Leasing and Breakdown Cover.

Bike To Work Scheme

Paid volunteering and charity days

Medicash - Health cash plan - Benefits covered include dental, optical, physiotherapy and a health & wellbeing.

Employee Assistance Programme - Offering guidance and advice on Personal, Health, Legal and Financial queries.

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
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Job Description

Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	