

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

Job purpose

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

To supervise a professional security officer team, which 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.

- Will display excellent situational awareness and problem solving ability.
- Is expected to comply with and demonstrate a positive commitment to a high level of customer service, professional presentation, and confidentiality throughout the course of their employment.
- Facilitate access/egress to the client's estate whilst maintaining a high level of client facing and customer service skills and ensure this service provision is staffed appropriately.
- Be aware of protest and demonstration activity and respond/escalate as appropriate.
- To actively take part in assisting staff, guests and contractors, 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 client/EMCOR UK procedures and policies and train team on them
- Assist as required during major incidents.
- Maintain accurate records/logs and submit reports as instructed and review quality of incident reports written by team before submission.
- Ensure that client confidentiality is fully always respected.
- Always display your SIA licence whilst on duty.
- Positively participate in any staff welfare or development programmes and to actively engage in any mandatory training and ensure your team members also comply.
- Provide welfare support to team members.
- Use communication tools (radio/phones) in a confident and clear manner.

- Provide guidance and direction to security team as required.
- Attend client meetings as requested.
- Act with integrity.
- 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.

As applicable to account – security officers and supply chain officers

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
- Good written and verbal communication required to meet deliverables of role.
- Experience of using IT software (Word, Teams, Outlook)
- Reliable, punctual and approachable.
- To take pride in your appearance
- Ability to prioritise tasks and work under pressure
- Comfortable to work alone using initiative and work as part of a team
- Must be able to complete all physical requirements of the job with or without a reasonable accommodation.
- Good at proactive problem solving
- Flexible in the approach to daily duties.
- Proactive, conscientious and diligent

Job Description

Desirable

- Supervisory experience
- Previous security/HM forces experience

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 pattern, mobile, static, driving licence, clearance level, size of team

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>	