

Job Description

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|---------------------|--------------------------------|-----------|
| Job title | Security Control Room Operator | Date |
| Reports to (title) | Control Room Supervisor | July 2023 |
| Contract/Department | RSA | Revision |
| Location | Horsham | 1 |

Job purpose

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

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

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.

- 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 to
- Logging incident forms for security issues or breaches in procedure.
- Supporting the Security Manager with any project work or ad-hoc task
- Arranging permits & supervising access remotely into secure data critical rooms

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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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

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.

4 on 4 off working 12hrs Shifts which includes days & nights as well as Bank Holiday working

Benefits

- 25 Days annual leave
- Extensive Learning & Development opportunities - including opportunities for progression
- Industry leading Maternity & Paternity Policies
- Employee Assistance Programme - Offering guidance and advice on Personal, Health, Legal and Financial queries. Occupational Health
- Various Rewards & Recognition Awards x11 RoSPA Awards for Health & Safety achievements in 2022

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

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

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

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