

Job Description & Person Specification



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| Job Title | Security Officer |
| Division/Location | Medway Norse |
| Reporting to | Security Manager |
| Weekly Hours | 42 hours per week |
| Grade/Salary | £21,818.16 per annum |

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| Job Description |
| The Role: |
| <p>Providing a high-profile security presence across a number of Medway Norse sites and assigned properties, conducting internal and external patrols periodically to ensure the safety and security of the site. Identifying and reporting on sites incidents, enforcing regulations regarding protection and fire control for the site.</p> |
| Main Responsibilities: |
| <ul style="list-style-type: none"> • The primary responsibility is ensuring the security, safety and well-being of all personnel, visitors and the premises, reporting any defects to the helpdesk. • Following procedures for various initiatives, including fire prevention, property patrol, accident investigations and documenting incidents through accurate reporting procedures. • Attending to building alarm callouts and initiate secondary action(s). • Completing site investigations following alarm responses. • Immediately responding to emergencies, providing necessary assistance to employees and customers as required. • Carrying out regular foot and/or mobile patrols. • Performing opening and closing of client premises. • Responding professionally to requests from the control room / helpdesk. • Monitoring property as per client instructions. • Maintaining the use of keys and following instructions implemented to safeguard keys when in possession. • Providing excellent customer service. • Adhering to all company service and operating standards . • Remaining in compliance with government regulations. |
| Other Duties |
| <p>The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:</p> <ul style="list-style-type: none"> • Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required. • Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards. • Demonstrating personal commitment to the Norse Way CSR Strategy. |

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| Approval/Review Date | | | |
| Approved by Operations Director: | | Date | |
| Approved by Head of Resourcing: | Jo Wishart | Date | 14.10.2022 |

| Person Specification | | | |
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| Category | Requirement | Essential or Desirable | Assessment Method Application Form (AF) Interview (I) Test(T) |
| Qualifications/ Knowledge/ Training | SIA Door Supervisor or Security Guard License | Essential | AF/I |
| | First Aid Training | Desirable | AF/I |
| Experience | Previous experience of working within the Security Industry. | Essential | AF/I |
| Skills/Abilities | Excellent customer service skills with a commitment to provide high service level | Essential | AF/I |
| | Clear communication skills, both written and verbal | Essential | AF/I |
| | Excellent interpersonal skills, with the ability to build rapport quickly with a variety of internal and external stakeholders | Essential | AF/I |
| | Excellent time management skills, capable of managing your own workload effectively | Essential | AF/I |
| | Ability to produce concise and accurate written documentation | Essential | AF/I |
| | Ability to work effectively under pressure, managing conflict and mitigating risk | Essential | AF/I |
| | Capable of making informed decisions based on a range of information | Essential | AF/I |
| Other Requirements | Full Driving Licence | Desirable | AF/I |

| General |
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| <p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and</p> |

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the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it

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