

Job Description & Person Specification



Job Title	Security Officer
Division/Location	Norwich – Head Office
Reporting to	Security Manager
Weekly Hours	Various
Grade/Salary	£10.70 - £11.58 depending on site

Job Description
The Role:
To provide a high-profile security presence across a number of 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.
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
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:
<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.

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

Person Specification			
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
<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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