**Security Officer**

**Job Description**

**Location** – The Bridges Shopping Centre, Sunderland, SR1 3DR

**Business Unit** – OCS Destination and Venues

**Summary** – As a security officer your main duty will be to staff the shopping centre malls and car parks, ensuring a safe and secure environment while offering fantastic customer service to all visitors and retailers, dealing with any customer queries or issues and if appropriate offer alternative shopping solutions. In addition to customer service delivery, you will also be required to carry out various security duties such as acting as a deterrent to undesirable guests, opening up, locking up, first aid assistance, ensuring our centre code of conduct is adhered and assisting retailers with prevention of crime. As you will be the first contact with many visitors that raise any queries, excellent customer service skills are required. A flexible approach to work is required as additional cover will be required from time to time.

**Duties / Responsibilities–**

Some of your duties may include:

1. Lock and unlock the centre and car park at the designated times.
2. Regularly patrol the centre car park at the agreed times.
3. Assist and advise the public and visitors with their needs.
4. Maintaining a safe and secure environment.
5. Manage the traffic flow through the centre and car park at busier times, if necessary.
6. Deal with queries and resolve problems. CCTV queries to go to the Control Room.
7. Deliver first aid where required.
8. Assisting retailers to deter crime and managing undesirable individuals, sometimes dealing with conflict.
9. Observing and reporting criminal activity along with completion of appropriate incident reports.
10. Working with various stakeholders such as the BID, Council or police to ensure a safe shopping centre.
11. Ensure a professional image is always presented.

**Education / Qualifications –**

1. First Aid
2. DS/SG License
3. CCTV Licence would be desirable/advantageous

**Skills / Knowledge Required –**

1. A professional approach with sound judgement and integrity
2. Excellent customer service skills
3. Good communication skills
4. Be computer literate
5. Enjoy working on your own initiative and as part of a team
6. Self-motivated

**Working Conditions / Salary –**

1. You will be working on a eight - week rolling rota shift pattern (5 days on 3 days off) covering days/nights including weekends. Covering any 5 or 7 week days.
2. 48 hour fixed location contract.
3. Rate of pay is £11.59 per hour.
4. Special access to discounts and various support channels.
5. Potential for future training.