

JOB DESCRIPTION



JOB TITLE	Concierge Security Officer
DATE	Oct 2026
DIVISION	Security
SITE / OFFICE	
REPORTS TO	

ROLE OVERVIEW

As a Concierge Security Officer, you will provide a professional front-of-house presence while maintaining a safe, secure and welcoming environment for clients, visitors, contractors and colleagues.

This role combines exceptional customer service with security responsibilities, making it ideal for someone who is approachable, vigilant and committed to delivering a positive experience while upholding site security standards.

KEY TASKS & RESPONSIBILITIES

- Deliver a professional, friendly and responsive front-of-house and reception service.
- Welcome visitors, contractors and staff, ensuring a positive customer experience at all times.
- Manage access control procedures, including the issuing of visitor passes and maintaining visitor records.
- Monitor CCTV and other security systems, reporting and escalating concerns where appropriate.
- Conduct routine site inspections and security checks to identify and mitigate potential risks.
- Respond promptly and professionally to incidents, alarms and emergencies.
- Maintain accurate records of security activities, incidents and visitor movements.
- Assist with enquiries and provide information and support to site users and visitors.
- Ensure compliance with site security policies, procedures and health and safety requirements.
- Maintain a professional presence that promotes both safety and excellent customer service.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Must have the Right to Work in the UK and ability to pass BS7858 vetting.
- Valid SIA Licence.
- Excellent communication and interpersonal skills.
- Strong customer service and relationship-building abilities.
- A professional, reliable and approachable manner.
- Good attention to detail and observational skills.
- Ability to remain calm and make sound decisions in high-pressure situations.

- Flexibility to work a range of 12-hour shifts, including days, nights, weekends and public holidays where required.

Desirable:

- Previous experience within a concierge, front-of-house, reception or security role.
- Experience operating CCTV or other security monitoring systems.
- Experience working within corporate, commercial, residential or mixed-use environments.
- Knowledge of incident reporting procedures and access control systems.

WORKING ARRANGEMENTS

This position will be based at <site/location>, working <shift pattern / hours>.

ACCEPTANCE OF ROLE

Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: