Description

**Job Title: Security Officer**

**Location: Southgate Bath**

**Pay Rate: £12.50**

**Contract: Permanent**

**Hours per week: Variable Shift Rota - 06:30 - 18:30, 18:30 - 06:30 - 42 hours per week**

**Business Overview**

Atalian Servest and OCS have merged to create a new organisation, the OCS Group UK & Ireland. We are a leading facilities management company providing a range of both standalone and integrated services including cleaning, catering, security, technical services, energy management and compliance, front of house, landscaping, logistics, waste management and pest control services. The company has a turnover of £1.5bn and operates across the UK and Ireland with 50,000 colleagues delivering innovative award-winning services to the private and public sectors and supporting the local communities in which it operates.

**Role Overview**

We are currently recruiting for a Security Officer to join our passionate and driven Security team based at our client’s site in Southgate Bath

This position for the Security Officer will be fully trained in Security operations. Also, part of the position is the Patrolling malls, Service areas, service desk and public areas. Advising tenants, when necessary, on management regulations; diffusing incidents and preventing occurrences using “minimal enforcement”; maintaining fire, Health and Safety Regulations and securing the premises.   In the course of duty aid the public and shop mobility, First Aid (if qualified) using “customer care” procedures at all times.  All duties to be carried out in adherence with the IFM Health and Safety policy.  Care to be taken regarding personal appearance and hygiene at all times.  To assure that the company standards and policies are followed and maintained

**Benefits**

* Wide range of retail discounts

* Discounted gym membership

* Join our Cycle to Work scheme.

* Access to internal Mental Health First Aiders

* Immediate access to “Opportunity” our internal Learning and Development platform

* Required professional membership fees paid for

* Win monthly Superstar Awards

**Key Responsibilities:**

* Start shift promptly at time designated, in full uniform.

* Appearance to be clean, smart, and tidy always.

* Responsible for active communication of “changeover” of shift to on shift supervisor.  This to include handover of shift keys, PDA, confirmation of staff on shift, contractors on site, run-though of incident occurrences from previous shift, confirmation of any insecure doors, any matters pertaining to the smooth effective running of the shift.

* Responsible for the awareness of Health and Safety.  Procedures carried out must be in line with the Health and Safety Policy - set procedures are indicated in the Assignment Instructions

* Responsible for full comprehensive understanding of fire alarm procedures.

* Responsible for acting as an evacuation marshal in the event of a major incident.

* In relation to a major incident must be fully conversant with the location of all plant room, service corridors and lifts, both by location and by name.

* Assisting tenants on request on the event of an incident – this may be in person or by camera or both.

* Assisting Police presence on site either in person, by camera or by statement.

* Awareness of responsibilities and powers as a member of the security team and when to hand over to Police instruction.

* Responsible for diffusing incidents and situations in the malls

* Responsible for providing first aid if necessary.  (This only to apply to certificated first aiders.)

* Security Guards not trained in first aid must be made aware of manned first aider on shift.

* Knowledge of in-house radio usage plus call signs

* Use patrol monitor (Deister) system to assist with accident and incident control and prevention.

* Responsible on night shift to maintain check calls as required.

* At all times to follow through any managerial instructions.

* To ensure all work is carried out in a safe, proper, and thorough manner taking into account Health and safety legislation, Incentive FM policies and procedures, risk assessments and method statements.

* Maintain confidentiality in all aspects of client and staff information.

* Report anything in need of repair or replacement to the appropriate person

* Keep your working area and space clean and tidy at all times and your tools and equipment safely stored.

* Be familiar with the required care standards regulations governing your job.

* Maintain polite and good communication with your colleagues, tenants, and shoppers at all times.

* Be prepared to receive and undertake further training as required.

* At all times to follow through any managerial instructions

**About You:**

* ***Applicants must have the right to work in the UK***

* SIA licence (CCTV & DS were applicable)

* Experience of working and building partnerships with clients.

* IOSH trained desirable.

* Articulate and has the ability to communicate effectively with the clients and the IFM teams.

* Organised individual who can demonstrate a record of planning and managing workflows.

* Able to demonstrate an understanding of high-quality service delivery and their impact on this.

* The ability to be agile and flexible to meet the needs and demands of the role.

* Excellent time management organisation and focus on ability to prioritise and multitask with clear ability to focus on detail.