

JOB TITLE	Operations Control Room Officer
DATE	Sept 2026
DIVISION	Security
SITE / OFFICE	Ipswich - National Operations Centre
REPORTS TO	

ROLE OVERVIEW

Are you an organised, proactive professional who thrives in a fast-paced environment? Do you have the confidence to make decisions under pressure while maintaining exceptional levels of customer service?

We are looking for an Operations Control Room Officer to join our professional Security Operations team based in Ipswich. This is a pivotal role at the heart of our operation, acting as the central hub between our clients, operational teams and mobile response officers.

Every shift brings something different. You'll play a key role in coordinating responses to incidents, supporting field-based teams, managing client communications and ensuring our operations continue to deliver exceptional service around the clock.

Whether you're already working within a Security Operations Centre (SOC), Alarm Receiving Centre (ARC), Control Room environment, or have experience in a customer-focused operational role, we'd love to hear from you.

KEY TASKS & RESPONSIBILITIES

- Coordinate and manage responses to incidents, emergencies and alarm activations.
- Act as the central point of contact for all operational and security-related matters during your shift.
- Maintain effective communication with clients, mobile response officers and site-based teams.
- Monitor operational activity and ensure service delivery remains compliant with company procedures and industry standards.
- Accurately record incidents, activities and shift updates within operational systems.
- Provide timely reports and updates to clients regarding incidents, service delivery and ongoing operations.
- Prioritise and manage multiple activities simultaneously in a fast-moving environment.
- Support the continuous improvement and efficient running of the Control Room operation.
- Escalate critical incidents appropriately and coordinate responses to ensure effective resolution.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Must have the Right to Work in the UK and ability to pass BS7858 vetting.
- Strong communication and organisational skills.
- Ability to multitask and remain calm under pressure.
- Good IT skills and confidence using computer-based systems.
- Ability to accurately record information and maintain detailed records.
- Flexibility to work 12-hour shifts, including days, nights, weekends and bank holidays.

Desirable:

- Valid SIA Licence.
- Previous experience within a control room, operations, customer service, contact centre, dispatch, monitoring or security environment.
- Experience coordinating people, resources or incident responses.
- Experience using security, monitoring, scheduling or workforce management software.

Why Join OCS?

At OCS, we recognise that our Control Room team plays a critical role in delivering exceptional service to our clients and supporting our operational teams. That's why we invest in our people, providing training, development and genuine career progression opportunities.

By joining us, you'll benefit from:

- Clear career progression opportunities into Control Room Supervision, Operations Management, Contract Management and Security Operations Leadership roles.
- Ongoing training, development and support to enhance your skills and advance your career.
- The opportunity to work within a professional, technology-led operational environment.
- A supportive and collaborative team culture.
- The chance to work alongside experienced colleagues and industry professionals.
- A varied and rewarding role where your contribution genuinely makes a difference every day.
- Free on-site parking.
- On-site staff restaurant.
- Reward and recognition schemes.
- Employee Savings App.
- 24-hour Online GP service.
- WeCare Employee Assistance Programme.

WORKING ARRANGEMENTS

This role requires full flexibility to support operational needs in our National Operations Centre, Ipswich, working one of two structured shift patterns:

Option 1

- 12-hour shifts
- 2 Days, 2 Nights, 2 Off

Option 2

- Week 1: Monday, Tuesday, Wednesday Nights and Saturday, Sunday Days
- Week 2: Wednesday, Thursday, Friday, Saturday and Sunday Nights

Our structured shift patterns provide regular planned time away from work, offering a predictable rota and improved work-life balance compared with traditional working weeks.

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: