**Job Description**

**Security CCTV Controller**

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| **OFFICE LOCATION** | Southgate Bath |
| **REPORTS TO** | Security Supervisor / Duty Manager |
| **DIRECT REPORTS** | None |
| **EMPLOYMENT STATUS / WORKING HOURS** | Full Time – 38.5 Hours Per Week and Flexible to meet the needs of the role & business |
| **DATE** | December 2021 |

**Summary & Purpose of the Role**

Patrolling malls, Service area’s, service deck, and public areas via CCTV and on foot as required. 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. Shift to include control room management. In the course of duty aid the public and shop mobility, First Aid 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

**Responsibilities**

* Start shift promptly at time designated, in full uniform. Arrive early if preparation is required.
* Appearance to be clean, smart and tidy at all times.
* Responsible for active communication of “changeover” of shift to the on shift supervisor. This to include handover of shift keys, PDA, confirmation of staff on shift, contractors on site, verification of isolated alarms, run-through 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.
* In relation to a major incident be fully conversant with the location of all plant room, service corridors and lifts, both by location and by name.
* Being the main point of radio contact for all on site Staff and tenants
* Responsible for the control room activity at all times including during incidents
* Each member of the security team will be responsible for maintaining correct records concerning security logbooks, incident witness statements, passing through to the FM and defect reports.
* 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.)
* Control room duty. This to include answering telephone enquiries, monitoring cameras, radio communication, contractor permits and log book.
* Use patrol monitor (diester) system to assist with accident and incident control and prevention
* Knowledge of in-house radio usage plus call signs
* Responsible on night shift to maintain check calls as required
* 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

**Skills and Experience**

* SIA licence in CCTV required (Security Guarding 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 work flows
* 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 multi task with clear ability to focus on detail

**Declaration:**

I agree that I have been fully informed on my position and that my job description has been thoroughly explained to me.

**Employee’s signature:**

**Employees name: Date:**

**(please print)**

**Manager’s signature:**

**Managers name: Date:**

**(please print)**

*This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Regional Director/Managing Director, in order to meet the operational needs of the business.*