

JOB TITLE	Mobile Response Officer
DATE	June 2026
DIVISION	Security
SITE / OFFICE	
REPORTS TO	

ROLE OVERVIEW

We are currently seeking a reliable and professional Mobile Response Officer to join our team. This dynamic role involves attending alarm activations, conducting site inspections, carrying out mobile patrols, and responding to emergencies to ensure the safety and security of our clients' premises.

The successful candidate will work independently across multiple locations, acting as a visible security presence while delivering a responsive and professional service. This role requires strong decision-making skills, excellent communication, and the ability to remain calm under pressure.

KEY TASKS & RESPONSIBILITIES

- Respond promptly to alarm activations and conduct thorough site investigations in accordance with company procedures.
- Perform regular mobile patrols, security checks, and inspections across assigned locations.
- Complete locking and unlocking procedures at client sites, ensuring premises are secured correctly.
- Conduct vacant property inspections to ensure client properties remain secure and compliant with insurance requirements.
- Respond appropriately to incidents, emergencies, and security concerns, taking necessary action and escalating where required.
- Maintain a visible and professional presence to deter unauthorised access, criminal activity, and anti-social behaviour.
- Accurately complete incident reports, patrol records, and all required security documentation.
- Communicate effectively with clients, colleagues, and the Control Room, providing timely updates on incidents and operational matters.
- Ensure compliance with company policies, assignment instructions, and Health & Safety requirements at all times.
- Deliver excellent customer service and maintain positive working relationships with clients and stakeholders.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Must have Right to Work in the UK and ability to pass an enhanced DBS and BS7858 security clearance
- A valid SIA Licence.
- Full UK Driving Licence with a good driving record*
- Strong communication and interpersonal skills.
- Ability to work independently and use initiative.
- Excellent problem-solving and decision-making abilities.
- Ability to remain calm and professional in challenging situations.
- Flexible approach to working hours, including nights, weekends, and public holidays.

Desirable:

- Previous experience within a mobile security, keyholding, or response role.
- Experience undertaking alarm response and property inspections.
- Knowledge of security reporting systems and mobile patrol procedures.

WORKING ARRANGEMENTS

This role requires full flexibility to support operational needs around <sites/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: