

Job title	Security Officer	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

This role will be to carry out daily tasks as specified to create a safe and secure working environment for all visitors and staff, whilst always ensuring good customer service is provided whilst doing this.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Demonstrate a positive commitment to a high level of customer service, professional presentation, and confidentiality at all times.
- Always display excellent situational awareness.
- Facilitate access/egress to building(s) whilst maintaining a high level of client facing and customer service skills.
- Be aware of protest and demonstration activity and respond/escalate as appropriate.
- To actively take part in assisting staff, guests and contractors and public bodies regarding passing them information, giving direction, or responding to queries that are raised in a professional manner.
- To be fully conversant with all operating procedures and always follow them.
- Assist as instructed during major incidents.
- Always display your SIA licence whilst on duty.
- Maintain accurate records/logs and submit reports as instructed.
- Positively participate in any staff welfare or development programmes and to actively engage in any mandatory training.
- Use communication tools (radio/phones) in a confident and clear manner.
- Carry out any other reasonable request as required

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Clearance to BS7858
 - SIA Licence – Security Guard (SG)
 - SIA Licence – Door Supervisor (DS) (if applicable to scope)
 - SIA Licence – CCTV (if applicable to scope)
 - First aid qualification
 - Customer service experience
 - Written and verbal communication required to meet deliverables of role
 - Experience of using IT software (Word, Teams, Outlook)
 - Reliable, punctual and approachable.
 - To take pride in your appearance at all times
 - Flexible in the approach to daily duties
 - Ability to prioritise tasks and work under pressure
 - Comfortable to work alone using initiative and work as part of a team

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Job Description

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Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	