

Job Description

Job title	Escort / Chaperone	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

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

The provision of Escorting service for staff, contractors and visitors to facilitate the safe and secure movement of people, goods and services in and around the client site.

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.

- To receive and make welcome all visitors to the site ensuring they are correctly hosted and not allowed to unescorted (security clearance dependant).
- To liaise with Front of House/Reception colleagues, site security office and services requestor to deliver a site chaperone service in line with security requirements
- To ensure all vehicles used in the undertaking of the chaperone service are maintained, clean and in excellent operational condition, reporting any defects line manager
- To assist mobility impaired visitors with transportation and access on, off and around site
- To remain with and in the line of sight of person/s under chaperone until they are be safely delivered to and under escort of suitably security cleared personnel/visitor host
- Develop an understanding of EMCOR and the client in order to improve personal contribution to the company and all staff interacted with that will increase operational output and performance of the Front of House Chaperone service
- To provide additional support by way of chaperone services in order that EMCOR can undertake maintenance, project or tasks that enhance the overall contract service provision
- To carry out all reasonable tasks that may be requested from time to time by the client or EMCOR management
- To provide site chaperone services in line with contract Service Hallmarks and Customer Service Policy
- To uphold and promote the good name of EMCOR at all times
- To contribute towards, further development and implement the ONE TEAM EMCOR objectives.
- Be an ambassador of the EMCOR Group (UK) plc.
- To follow EMCOR's Code of Conduct and comply with the Client's company rules and maintain a high standard of discipline.
- To carry out other duties as may be reasonably requested from time-to-time by EMCOR Group (UK) plc

Job Description

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.

- Smart, presentable appearance
- Excellent interpersonal and communication skills
- Use of own initiative
- Full UK Driving licence with no endorsements
- Personable, approachable and able to work as part of a multi-functional team
- Proven track record within customer service and/or similar role
- Well organised with the ability to prioritise
- High Level of understanding of customer service excellence and the ability to deliver quality service
- The ability to attain and retain security clearance to SC level

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.

--

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Description

Job Holder <i>Signature</i>	
Print Name	
Date	

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