

JOB DESCRIPTION

JOB TITLE: Customer Service Officer (Security Officer)

LOCATION: Southside Shopping Centre , Wandsworth, London SW18 4TF

REPORTING TO: Security Manager

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

Main Duties & Responsibilities:

- Patrol assigned areas for prevention of accidents, injuries, fire, crime and damage by any cause to Landlord's and where applicable to Tenants' property.
- Provide a visible deterrent and hence reassuring the public.
- Aid in reducing crime.
- Ensure personal safety first while undertaking any task.
- Deal with incidents ensuring personal safety first by following your training (e.g. Conflict Management, First Aid etc.) and Risk Assessments; preserve and collect evidence and write report/statement where applicable. Report and update Security Control and seek guidance/help if required.
- Scan Over-C patrol points. Raise incidents/events in Over-C patrol device as and when they arise.
- Complete Incident Reports and Statements.
- Comply with the Data Protection Act 2018.
- Maintain your personal notebook.
- Provide an efficient, helpful and smart image at all times.
- Help in carrying out Evacuation Procedure (zonal or full) for fire or any other emergency.
- Check and alert cleaners for spillages, full bins or other situations that require their attention. Do not move away from spillages until cleaners take over or unless there is an emergency which requires your action.

- Be vigilant for suspicious behavior or for suspicious packages and report to Security Control if detected. Help carry out follow-up procedures, if required.
- This by no way a complete list, and from time to time officers will be required to carry out duties not listed above.
- Carry out any reasonable instruction from Security Control and/or ABM/Client management.

Person Specification:

Essential

- Door Supervisor Licence

Desirable

- CCTV Licence

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

NOTE

All security personnel are required to be vetted in accordance with Guidelines on Security Screening (BS7858) covering a period of five years. Failure to accurately and fully disclose work history may be detrimental to gaining employment with ABM. You will need to be able to evidence a minimum of 5 year's written work history – this evidence needs to include any gaps of over 31 days and periods of self employment. Successful candidates will be vetted by ABM before employment is confirmed. ABM take the vetting process extremely seriously and have a dedicated team who validate employment and investigate gaps. For this, candidates who are invited for an interview must be able to provide a full 5 year or back to school work history, accounting for any gaps and proof of right to work, address and SIA DS licence. Failure to provide this evidence will result in ABM not being able to comply with the BS7858 Standard (the British Standards Institution for screening individuals employed in a security environment) and therefore no offer of employment is able to be made

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.