

JOB DESCRIPTION

JOB TITLE: CCTV Night Controller

LOCATION: The Lexicon - Bracknell

REPORTING TO: Dual Service Manager

Shift Work: 4 on 4 off

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

The Control Room Operator (CRO) is accountable to the Security Supervisor for the support, management, and delivery of Security within the Shopping Centre environment. The CRO will ensure exemplary standards of security and customer service are always provided to the client and visitors to the site.

Main Duties & Responsibilities:

Manage all control room procedures in line with the CCTV codes of practice.

- Support and provide guidance to other site-based Centre staff.
- Supervise Security Officers to ensure that company procedures are always followed and adhered to.
- To liaise closely with statutory authorities and security supervisor with dealing with incidents and the provision of information.
- Continuous management and monitoring of CCTV, Fire Panels, Intruder Panels, and associated specialist security equipment.
- Continual management and monitoring/policing of site radio systems.
- Intelligent understanding of human behaviour, monitoring and surveillance of suspect individuals, logging, and reporting incidents in line with site/company policies.
- Controlling and prioritising incidents ensuring all key personnel are always kept fully informed and agreed escalation procedures are followed.
- Diligent management and maintenance of records/reference materials including Health & Safety records,

Incident Reports, and site occurrence book.

- Ensuring strict compliance to GDPR and associated regulations.
- Manage and monitor access & egress to and from the service yards and management office.
- Ensuring that the shopping centre is a safe and non-threatening environment for all customers and site staff.
- Support the Security Supervisor in ensuring standards are continually reviewed and improved upon.
- To provide regular liaison and timely feedback to the management team on all aspects of service delivery, implementing effective solutions and corrective action to enhance the service.
- To provide professional advice and support to the Security Supervisor in security related matters.
- Maintain standards and welfare amongst all team member accordance with the company policies and values.
- Report to the Security Supervisor/Manager any event that may be detrimental to the fulfilment of the provision of security on site.
- Support the Security Supervisor to ensure the necessary security audits are undertaken and any non-compliance highlighted and managed to completion.
- To manage excellent relationships with our client, our suppliers and other partners.
- To readily interact with all visitors/tenants within the shopping centre, delivering first class customer focused service.
- Be professional, pleasant, friendly, courteous, and helpful always whilst carrying out duties to the highest standard.
- To ensure exemplary standards in personal grooming, strictly adhering to the site uniform requirements.
- To deal efficiently and effectively with emergencies including but not only, fire and bomb scares ensuring the Centre Team are always kept fully informed.
- Provide assistance to third party contractors/visitors ensuring all site procedures/policies are adhered to.
- Ensure a timely response to all security issues and events.
- Be available to cover at least 1 additional shift per month as required to cover absence.
- Any other reasonable duties as requested by your line manager.
- N.B – Core tasks are as above, although this list is not exhaustive.

Person Specification:

TEAM:

- One team approach.
- Able to take ownership of all situations to ensure tasks are completed.
- Flexible approach to change

ESSENTIAL SKILLS:

- Holds a current SIA CCTV License
- Excellent organisational skills with the ability to balance competing priorities and workloads.
- Excellent written and verbal communication skills.
- Ability to work unsupervised and take responsibility.
- Ability to remain calm under pressure.
- Adaptable and flexible in approach to work required.
- Willingness and ability to work as a member of a team.
- Report writing/Presentation skills.
- Excellent observational skills.

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 schoolwork 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.