

JOB DESCRIPTION

JOB TITLE: Security Co-ordinator

LOCATION: Wells Fargo – SE1

REPORTING TO: Soft Services 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:

To support the Soft Services Manager in the day to day operations of security, ensuring exceptional service is provided supporting and leading a team of Security Officers in ensuring the security and safety of client, building and personnel.

KEY RESPONSIBILITIES:

- To ensure compliance with all identified legislation, i.e. H&S, SIA Licensing & Risk Assessments.
- To ensure that all assigned tasks are completed in a professional and timely manner and all relevant legislation is adhered to.
- Responsible for the safety of all persons in the building whether directly employed or not, security staff, cleaning staff, maintenance staff. This includes delivery drivers and all contractors. Any breaches of health and safety noted, must be reported immediately to facilities management team.
- To be a point of contact for all emergencies.
- Check the staffing levels meet the requirements and ensuring staffing levels are sufficient for the correct fire marshals positions to be covered.
- Carry out a full check of the building to ensure it is clean and safe. Including service corridors, and act upon any breach of storage at rear of units, logging all communications with Operators or their staff.

- Monitor and log any fire alarm activations from units, and false alarms, highlighting any ongoing issues to the facilities management team.
- To operate and control the CCTV system when required.
- Ensure Daily and monthly checklists are completed taking appropriate action accordingly on findings.
- To ensure regular patrols of the site ensuring all standards are maintained and monitored.
- To ensure the delivery of the contract in line with company policies and procedures.
- Ensure all licences and vetting for security teams are in place and updated accordingly.
- Ensure high standards are achieved at all times, being flexible to meet the changing operational needs on a continual basis and to suggest new initiatives to ensure continuous improvement and best practice are continually delivered
- Provide professional support to the business in service related matters and to the client in all contract matters
- Implement staff rosters,
- To undertake toolbox talks with Security Officers, identify any training & developing needs ensuring all staff employed by ABM are competent to carry out their role.
- Ensure adequate quality performance measures (KPI's/SLA's) are adhered to and any non-compliance is resolved in a professional manner with clear plans and next steps visible to all. Prioritize all incidents ensuring all key personnel are kept fully informed at all times, completing incident reports, witness statements, photographs of areas if a slip/trip has occurred for both site and ABM. Incident reports and statements to be completed same day as the incident and passed to facilities management team.
- Ensure strict compliance to the Data Protection Act and associated regulations inline with GDPR Regulations.
- Ensure that you and Officers on duty are fully conversant with all assignment instructions and risk assessments are update and meet the needs of the site specifics
- Complete all company paperwork as required.
- Conduct return to work interviews and perform absence management processes as required
- Conduct return to work interviews and perform absence management processes as required, reporting into ABM.
- Undertake checks of Security Officer notebooks, ensuring compliance.
- Undertake monthly checks on first aid kits, fire exits and fire extinguishers in all areas
- Undertake daily check of entries in DOB – fully completed & sign off previous days entries, ensuring all staff names are included in full, in the event of a claim.
- Ensure welfare needs of all team members are addressed in a prompt and expedient way obtaining advice and guidance in line with ABM policy and procedures
- Foster and maintain excellent relationships with all parties on site including occupiers.
- Focused on the delivery of excellence in customer service, including being a Customer Service Champion and a Brand Ambassador at all times.
- Ensure we maintain a “one team” approach with the facilities management team.
- Promote the ABM and Client brand at all times
- Undertake any reasonable duties as requested to meet the needs of the client and ABM Support Services.
- **N.B** – Core tasks are as above, although this list is not exhaustive.

Person Specification:

- Has a one team approach
- Able to take ownership of all situations to ensure tasks are completed.
- Flexible approach to change
- People Managing Skills

Essential

- Experience of working within the Security Industry
- Excellent organisational skills with the ability to balance competing priorities and workloads.
- Holds a Public Space Surveillance (CCTV)
- Excellent written and verbal communication skills.
- People Managing experience
- Ability to remain calm under pressure.
- Adaptable and flexible in approach to work required.
- Willingness and ability to work effectively within a team.
- Report writing/Presentation skills.
- Excellent observational skills.

Desirable

- First Aid trained

HEALTH & SAFETY RESPONSIBILITIES

- Always follow Group and company policies and procedures.
- 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.