

JOB DESCRIPTION

JOB TITLE: Security Officer

LOCATION: Teesside Park, Stockton-On-Tees

PAY RATE: £9.34 per hour

REPORTING TO: Dual Role Services Supervisors & Dual Role Services Managers

SHIFT PATTERN: 40hrs Working a shift pattern with a mixture of dayshifts, backshifts & nightshifts, across weekdays and weekends.

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 is 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 is 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 is also about doing what you say you are going to do and not promising what you cannot deliver.

OVERVIEW OF JOB DESCRIPTION

Job Objective & Responsibilities:

Working as part of our talented ABM Service Team at Teesside Park, you will be on the front lines in being responsible for delivering outstanding levels of customer services to all visitors to our site. You will be key in securing the premises and personnel on site by patrolling, inspecting buildings, equipment, and access points, with making sure our customers & occupiers feel reassured & safe by showing a professional security presence when on mall duties. You will be preventing losses and damage by deterring criminal activities & reporting any irregularities to your supervisors/managers. You will be informing violators of policy and procedures, enforcing penalties when appropriate, such as vehicles parking incorrectly in dedicated disabled bays. You will be responsible for the day-to-day security efforts for the site, under your supervisors/managers you will be ensuring that the security checks & site-specific compliances are adhered to, for delivering high levels of security services to our client, occupiers & customers.

Main Duties & Responsibilities:

- Your duties will involve being a visible deterrent to criminal activities.
- Your duties will involve being a helpful point of contact for customers who need assistance.
- Being watchful for health and safety issues and to report them to the management team.
- Challenging those who violate site policies and procedures, such as contractors working without permits in landlord areas.
- Collaborating with emergency services and occupiers when an incident occurs to minimise threats and injury to life.
- Ensuring that the security checks & site-specific compliances are adhered to.
- Keeping the Teesside Park site safe, clean & welcoming towards our client & customers.
- Being an excellent ABM brand ambassador.

Person Specification:

- Excellent communication and interpersonal skills.
- Excellent organizational and influencing skills.
- Excellent attention to detail within security responsibilities.
- Dual service experience within the retail or similar environment (desirable).
- SIA Door Supervisor/Security Guard License (desirable).
- SIA CCTV License (desirable).
- First Aid at work (desirable).
- Willingness to assist our cleaning/maintenance team with litter picking from time to time.
- Able to work well and build rapport with customers & clients.
- IT literacy skills.
- Articulate and able to communicate effectively.
- Be able to work as part of a team.
- Must be able to work on own initiative with a proactive and flexible attitude.
- Must be able to follow instructions.
- The ability to be flexible to meet the needs and demands of the role & the business.

HEALTH & SAFETY RESPONSIBILITIES

- Always follow ABM's 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.

NOTE

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.

