

JOB DESCRIPTION

JOB TITLE: Security Team Leader

LOCATION: Castlepoint, Bournemouth

REPORTING TO: Deputy 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

As a Security Team Leader at Castlepoint Shopping Park, as well as being part of the Castlepoint Operational team you will be required to support the Deputy Soft Services Manager in the on-site operational delivery of the security services to a first-class standard that both ABM and Castlepoint management expect.

Both internally and externally you will be required to ensure that the Shopping mall areas, Centre Management Office, all public areas including all associated service yards/roads, Car Parks, toilets, common areas and back of house areas are fully secure to a level of service which exceeds the clients' expectations and are safe through a planned and proactive management program, particularly during what is an ever-changing environment due to the ongoing rebuilding works.

ABM Services operate in an honest and integral manner, meeting our clients' demands in the best way possible. We concentrate on putting people first – the client team, our employees and our customers. We believe in being open about what we do and how we do it. We are passionate about getting things right first time and delivering value for money. We also concentrate on getting the job done to the highest standard and everything we do is backed up by the quality of our service, our proactive open and honest relationship with the client, the creativity of our ideas and the direct approach we take.

Main Duties & Responsibilities:

This role will mainly focus on the security element of the contract but will also include a variety of tasks including the following:

- To responsibly manage the services in line with company policies and procedures
- Manage daily operation of Control Room and Security team ensuring operations are fully security compliant to BS7499, BS7588 and BS7958
- Provide essential operational support to the Centre Management Team
- Develop all direct reports through close mentoring and training.
- Ensure the Security teams meet Mystery Shopper high standards.
- Where appropriate support Management and liaise with internal and external Stakeholders
- Support programs relating to all aspects of the colleagues including, training, H & S, development and welfare at work
- Drive and develop the team in relation to Security Skills/Emergency Response coaching and needs.
- Ensure high standards are always achieved, 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.
- Carry out daily checks to ensure high standards of a safe/secure and clean environment is always evident throughout.
- Prioritise all incidents ensuring all key personnel are always kept fully informed. Guide staff through the reporting procedures and ensure that records are maintained.
- Ensure strict compliance to the Data Protection Act and associated regulations.
- Deliver excellent leadership, communication and motivation to the site-based team including communicating daily so that a sound communication channel exists in order that team goals can be achieved.
- Ensure objectives, and Toolbox Talks are completed monthly. Circulate
- information on toolbox talks, and keep the wider team updated.
- Ensure on-site staff are fully conversant with their individual tasks.
- Ensure any night/pm activity is correctly supervised and measured.
- Manage the incident and accident reporting procedures.
- Complete all company paperwork as required.
- Ensure all team members carry out their duties in a correct and timely manner in accordance with the security and cleaning specification.
- Ensure all team members are familiar with and adhere to the company's & client's onsite health and safety policies and procedures.
- Ensure sufficient staff and equipment are available to meet all events requirements. Ensure regular communication and engagement sessions are in place to inform everyone all relating information.
- 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 retailers.
- Ensure we maintain a "one team" approach with The Centre management team and within the ABM team.
- Ensure that all administration requirements of the client are met correctly.
- Undertake any reasonable duties as requested to meet the needs of the client.

Person Specification:

Essential

- Valid SIA License's (DS or SG) and CCTV required.
- Exceptional Communication, written and spoken.
- Minimum 3 years Security experience desirable.
- Experience of delivering security to a high standard.
- Good IT literacy
- Strong customer service focus with attention to detail and understanding of mystery Shopper expectations.
- Self-motivation, confidence, and enthusiasm
- Flexible / supportive team player
- Ability to work effectively and flexibly within a busy, dynamic working environment.
- Excellent interpersonal and organisational skills
- Strong written and verbal communication skills
- Confident and committed to providing a high-quality professional service.
- Focused on the delivery of excellence in customer service.
- Ability to prioritise work tasks.
- Ability to get on well with others and inspire respect and confidence.
- Ability to work under own initiative with a proactive outlook.

Desirable

- IOSH qualification

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.