

JOB DESCRIPTION

JOB TITLE: CCTV Operator (some Patrol Officer Duties) – Full Time

LOCATION: London Designer Outlet

HOURS OF WORK: 0700–1900 hrs (12 Hr Shifts) working 4 on 4 off including weekends and Bank Holidays (May need to cover some night shifts from time to time)

SALARY: £11.41 per hour

REPORTING TO: Security Shift Manager / Facilities 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

Ensuring the security and safety of London Designer Outlet, all staff, and personnel
Responsible for protecting the security and safety of the identified building and personnel on site
Ensuring the assigned tasks are completed in a professional and timely manner and meet relevant legislation.

Main Duties & Responsibilities:

- Comply with the Data Protection Act.
- To maintain the appropriate and optimum usage of the CCTV system.
- To be able to monitor and operate the CCTV system, ensuring fully functioning recording, when licensed so to do.
- To monitor and assist where possible the security team in the detention of any person found committing an arrestable offence.
- Undertake fire system testing as planned under the routine maintenance systems.
- Isolate fire panel for tenants' tests, isolate fire zones for engineers working on tenants fire systems, log all tests and engineer jobs.

- At no time should security take responsibility for keys of tenant premises.
- Maintain and record all centre safety systems including, fire systems and intruder alarms.
- To record all calls received after hours or when the reception is unattended and forward messages on to the appropriate member of staff.
- To monitor all contractors attempting to access the Mall throughout the day and to ensure they have been authorized by management prior to undertake any works commencing. If no information has been left for the night-shift security, access must be denied.
- Control all high-risk areas, keys, contractors and issue and then monitor all permits, and limitations to work.
- Invoke the Centres call out system as and when required during and emergency or crises.
- Comply with the data protection act and ensure that the only authorised persons are permitted in Control, and all sensitive information remains controlled.
- Ensure that security procedures are being always followed and keeping records and logs fully up to date.
- Completing the DOB as per appropriate procedures.
- Answer lifts and fire disabled refuge points intercoms and assist customers.
- Use PA system in case of fire or make announcements.
- Comply with the DPA requirements as stipulated in the act.
- Ensure the work area is always neat and tidy.
- Always be courteous towards clients, tenants, customers, and other employees.
- Never to leave the control room unattended or unmanned unless instructed to do so by the Duty Manager, Line Manager, or fire department, this includes breaks & smoking.
- Report any infringement of the Code of conduct to your line manager at your earliest opportunity.
- Be of neat appearance and dressed in accordance with the LDO / ABM Facility Services dress code.
- Log all incidents and telephone calls in the DOB.
- Answer all telephone calls that come through to Control from the reception.
- Physically control equipment during operational hours and adhere to requests by security to observe individuals /parties' actions.
- Maintain absolute confidentiality regarding company information records of data collected and used in the course of your job functions.
- No discrimination of any form.
- No falsification of any records kept.
- No accepting gifts or gratuities as per the business conduct policy.
- Consumption of alcohol on company premises is not allowed nor is reporting to work or being at work whilst under the influence of alcohol or other substances.
- No member of staff can respond to media enquiries and must refer them to the Centre Manager.
- Always maintain visual contact (where cameras allow) of staff if & when on external patrols on the Nightshift.
- Maintain the perimeter security and integrity of the building constantly, particularly throughout non-operational hours, interrogating all visitors to satisfy their authority to be on site.
- Notify a Senior Manager immediately of any unusual occurrence, breach of security, regulation, or emergency situation.
- The use and carrying of personal mobile telephones are not permitted whilst on security duties.

Person Specification:

Essential

- Excellent communication skills, both written and verbal
- Experience of working within the Security Industry is an advantage
- CCTV licence is essential and Security Door License
- Ability to work independently and to your own initiative
- Computer literacy is helpful

Desirable

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

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.