

## JOB DESCRIPTION

**JOB TITLE:** Security Officer

**LOCATION:** Gyle Shopping Centre

**REPORTING TO:** Operations 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

Gyle Shopping Centre is one of Edinburgh's prestige retail outlets which benefits from easy commuting from Edinburgh city centre and surrounding areas, it offers free parking and discounted benefits from certain retailers, As part of the ABM security team you will also benefit from full uniform with an annual refresh, access to Perkbox employee benefit scheme which includes discounted E-vouchers for most retailers, including Gyms, holidays and car rentals to name a few, it also offers Employee assistance programme which boasts 24/7 365 independent support for all colleagues. This position is for a Security & Customer Service Officer working 45 hours per week, on a 5 over 7 shift pattern, with paid breaks at £9.50 per hour, we offer 28 days annual leave including public holidays.

Online E learning is readily available which supports our comprehensive Learning & Development programmes offered to all ABM colleagues. Full training and induction programme for all colleagues with a one team approach this is a fantastic opportunity to join our team.

The Gyle Shopping Centre Security & Customer Service Officers are responsible for the safety and welfare of members of the public who visit the Centre to ensure that they have a pleasant shopping experience without fear of any incidents occurring which may affect that experience.

They are also responsible for ensuring that assistance is afforded to all retailers and staff within Gyle in matters pertaining to the operation of their unit. In addition there are a number of duties which they perform throughout the 24 hour period that ensures the smooth running of the Centre.

Although a shift forecast is in use you may be required to work overtime at short notice. This is regarded as an integral part of the job and if at all possible, notice will be given.

### **Main Duties & Responsibilities:**

- Dealing with customer complaints.
- Assisting all members of the public when requested.
- Attending first aid incidents.
- Fire/bomb evacuation.
- Assisting retailers in all matters relating to shoplifters.
- Policing the customer and staff car parks
- Dealing with lost/found children.
- Dealing with lost/found property.
- Assisting motorists within the car park (accidents, thefts etc.
- Fire testing of the retail unit's fire alarm systems.
- Monitoring the Centre fire alarm panel.
- Monitoring the Centre CCTV system.
- Reporting defects/spillages within the Centre and collect litter where necessary.
- Signing in of all visitors to the Centre Management.
- Operating and monitoring the Centre intruder alarm system.
- Radio operation and maintenance.
- Control of all contractors ensuring compliance with Centre Operational Policy.
- Control and issue of all Centre keys maintaining accuracy of all logs.
- Opening and closing the Centre.
- Carry out bank escorts.
- Police Liaison on community and criminal matters.
- Enforce the strict no smoking policy.
- Implement all emergency procedures when required.
- Patrol the mall areas of the Centre to prevent crime and unruly behaviour.
- Customer Service Desk Duties e.g. hiring out equipment and issue Gyle Gift Cards.
- Carry out weekly check on retailer's compliance to the Fire Precautions Act 1971.
- Carry out weekly checks on any unoccupied unit.
- Carry out daily, weekly & monthly health and safety checks in the workplace and report faults.
- Comply with all Health & Safety policies and procedures.
- Check fire escapes, fire extinguishers and emergency lighting in the common areas.
- Carry out a daily check on the Centre Customer Service Vehicles including valet service.
- Ensure that all customer facilities in the Centre are clean and serviceable.
- Carry out Control Room duties, answering telephones and personal enquiries at Reception.

### **Person Specification:**

- Availability as and when required including evenings and weekends depending on shift patterns.
- Promote a clean and safe working environment by ensuring all tasks are carried out in line with company policies and procedures.
- Have strong customer service skills.

- Ensure all health and safety procedures are applied in complying with legislation and company policy and procedure.
- Maintain critical standards for professionalism, service, speed and quality assurance.
- Adhere with new policies and procedures to ensure that a respectful workplace exists.

### Essential

- Sound communications skills.
- SIA License
- CCTV License (Preferred)
- First Aid Qualification.

### 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

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.***