

JOB DESCRIPTION

JOB TITLE: Security Officer

LOCATION: Jackson Square Shopping Centre – Bishop’s Stortford

REPORTING TO: Security Supervisor

SALARY: £11.00 / hour

SHIFT PATTERN: 45h per week (Rota of days and nights)

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

The Site

A Shopping Centre in Bihops’s Stortford is a mixed enclosed and opened scheme with a mix of national brands, local independent traders and a main supermarket.

Main Duties & Responsibilities:

- Ensuring the security and safety of customer buildings and personnel.
- Responsible for protecting the security and safety of the identified buildings and personnel on site.
- Ensuring that assigned tasks are completed in a professional and timely manner and meet relevant legislations.
- Apply and conduct oneself at all times in accordance with the site Assignment and Emergency Instructions
- The prevention of accidents, injuries, crime, fire and damage by any cause to the Landlords & Tenants property. The Security Officer must always follow the procedures detailed in the assignment instructions whilst at the same time paying strict regard to their own personal safety.
- To work inline with all onsite procedures, risk assessments, method statements, assignment instructions and emergency procedures.

- Comply with the Data Protection Act.
- To provide a visible deterrent, reassuring the public
- To aid in reducing crime
- To ensure criminal offenders are apprehended and handed over to the local authorities – if deemed safe and legal to do so.
- If necessary, attend court to give evidence
- To maintain your personal notebook in accordance with PACE Act 1984
- To undertake all duties in a safe and secure manner, taking into account personal safety and the safety of your colleagues and the public
- To provide an efficient, helpful and smart image at all times.
- To alert the Control room operator of any person thought to be suspicious in any way.
- Be vigilant for suspicious packages or parcels, and know the Client's Procedures for evacuation if required.
- Check the mall and building for potential fire hazards.
- At no time should security take responsibility for keys of tenant premises.
- Mall patrols covering all external areas where required.
- S/O are not to patrol in pairs and not to stay in a one place.
- To complete required patrols upon request from supervisor. Including Car Park and basement.
- Monitor and check Toilet areas.
- To enforce Centres code of Conduct.
- To stop bicycles or skateboards being ridden through the mall.
- S/O are to check and support cleaners for spillages, full bins or other situations that require their attention
- Keep the mess room clean and tidy
- When covering the basement, to actively challenge those entering and make sure only authorised personnel are in the area.
- Do not permit deliveries through the mall if the time is after 09:00am or if the delivery poses risk to customers. Direct delivery to the basement area and inform the control room.
- To follow all reasonable instruction given by those supervising or managing your activities and or area of work.
- Arrive for duty in good time and be ready for your shift start time.
- Maintain a neat appearance and dress in accordance with the ABM facility services dress code (only stud earrings and no hoodies)
- Complete documents in line with site requirements.
- Escalate health and safety issues straight away to the control room.
- Report any accident or injury to shift running supervisor or senior member of the team.
- Take breaks as detailed by the shift running Supervisor.
- To advise Shared services manager should you need to leave site whilst on duty.
- Comply with absence reporting procedure (call the control room to advise that you will be absent before your shift).
- Follow correct opening and lock-up procedures and report any faults found on either task straight away.
- Always be courteous towards clients, tenants, customers and other employees.
- Record all incidents in the security DOB as well as in your personal pocket book.
- Complete Incident Reports for all reportable incidents to the required standard
- 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. This would be considered Gross Misconduct.

- To complete documentation with facts and not to falsify any records kept.
- No accepting any gifts or gratuities as per the Business Conduct Policy.
- Using mobile phones while on duty is not permitted (for emergencies ask permission from line manager)
- Maintain absolute confidentiality regarding company information, records of data collected and used in the course of your job functions.
- Complete any other reasonable request set to you by your supervisor, Co-ordinator or Shared services manager.
- Interchanges with tenants are to be kept to a minimum, and always conducted in a professional manner.

Person Specification:

The candidate must be SIA Trained and licensed, CCTV and First AID certifications are desirable. The candidates will be required to work a combination of days and nights shifts including weekends, to cover periods of fellow team member's holidays, staff sickness, staff training courses and any large events held within the Centre. Full flexibility is required.

Essential

- Door Supervisor License
- CCTV License

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.