

## JOB DESCRIPTION

**JOB TITLE:** Security Officer

**LOCATION:** The Dolphin Shopping Centre, Poole

**REPORTING TO:** Security 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

### Main Duties & Responsibilities:

An opportunity has arisen at the Legal & General owned Dolphin Shopping Centre in Poole, for a Security Officer to join our team working for ABM.

42 hours contract per week on a 4 day on, 4 day off rota. This contract includes days, late evenings, and some weekends.

### Person Specification:

We are looking for a candidate who can:

- Maintain a safe and secure environment for customers and employees by patrolling and monitoring premises and personnel.
- Provide a security contact for customers and staff.
- Provide excellent customer service.
- Deter anti-social behaviour, theft and criminal activity.
- Liaise with the Police and management when required.
- Complete reports by recording observations, information, occurrences and surveillance activities.
- Deal with any difficult situations that arise in a safe and professional manner.

Always appear polished and professional and always adhere to the Dolphin shopping centre/ABM uniform and grooming guidelines.

## Essential

- SG or DS licence essential. CCTV desirable.
- A full five-year checkable employment / education history.
- Experience in corporate / retail security is desirable.
- Experience in customer service is desirable.
- Good organisational skills.
- Excellent communication skills are required both written and verbal.
- Computer skills to include basic knowledge of MS Office.
- Valid First Aid at Work certificate desirable.
- Well presented, and high grooming standards.
- Outgoing and friendly with a can-do attitude.
- Reliable & punctual.

## 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.***

