

JOB DESCRIPTION

JOB TITLE: Security Supervisor

LOCATION: Jackson Square, Bishop's Stortford CM23 3XH

WORKING HOURS: 50h per week

PAY RATE: £10.75 per hour

REPORTING TO: Shared Service 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

- Supporting and leading a team of Customer Services Officers to ensure the security and safety of customers, buildings and personnel.
- To support the operation of the security, ensuring exceptional service is provided.
- To ensure that all assigned tasks are completed in a professional and timely manner adhering to all relevant legislation.

Main Duties & Responsibilities:

- Operationally support in delivery of the agreed service levels.
- Manage your shift team including distribution of daily rotas, daily briefings/roll call, administration and holiday management.
- Monitor and control of Security Officer daily duties and actions to ensure compliance and maintain high standards
- Assist in leading the security team by fostering team spirit and co-operation, the encouragement of open expression of differing ideas and opinions and ensuring resolution.
- Induction and training needs to ensure they are identified and appropriate training & development is delivered.

- Delivery of SOP's and maintenance of appropriate documentation sets across the security team
- Auditing of all Security practices and process
- Maintaining compliance with all Health & Safety legislation.
- Promote a secure and safe working environment on site through the implementation and continuous improvement of agreed Health and Safety actions.
- Be a point of contact for Incident Management, ensuring that incidents are correctly managed and escalated as per client specifications.
- Complete the required Incident reports in the event of an incident, focusing on quality and timely reporting.
- Ensure that any complaints are dealt with in a professional and timely manner.
- To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation.
- Manage the provision of CCTV, access control systems and alarm systems.
- Ensure that all equipment provided to assist security is fully operational with any issues reported.
- Ensure that there is a robust and effective key control process in place.
- Client liaison, working closely with the Security Co-ordinator and Shared Service Manager
- Other day-to-day responsibilities as dictated by circumstances and the needs of the business and client.
- Using all correct ABM platforms to book holidays, raise required POs and upload required Health & Safety and Security Compliance Documents

Person Specification:

- Has a one team approach
- Able to take ownership of all situations to ensure tasks are completed.
- Flexible approach to change
- People Managing Skills

Essential

- Experience of working within the Security Industry
- Excellent organisational skills with the ability to balance competing priorities and workloads.
- Holds SIA Security Licence - Manned Guarding
- Excellent written and verbal communication skills.
- People Managing experience
- Ability to remain calm under pressure.
- Adaptable and flexible in approach to work required.
- Willingness and ability to work effectively within a team.
- Report writing/Presentation skills.
- Proactive approach to learning in the role and identifying own training needs as appropriate.
- Can "do" attitude
- Excellent observational skills
- Flexible approach to the role

Desirable

- First Aid trained
- 3 -5 years Security experience preferred at a similar level
- CCTV license would be an advantage
- Experience of delivering training using company guidelines
- Ability to develop increasing individual effectiveness through leadership, motivation, communication, and training

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.