

Chargehand Security Officer

Reports to: Security Services Manager

Direct reports: N/A

Evaluation: 449 points

Grade: N5

Reference: A5418

Purpose

The Co-ordination and operation of day to day security operations, assisting management in the provision of Security Services.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Monitor electronic systems including access control, CCTV, vehicle tracking, lone working and any other system as directed, ensuring compliance with operational procedures, codes of practice and British Standards are maintained.
2. To coordinate. The response to security alarms, providing guidance and / or calling the emergency services \ key holders in accordance with operating instructions in order to protect staff and the security of service users and their property.
3. Provide security patrols and response as required in accordance with service level agreements.

4. Handle requests for service assistance and respond to emergency situations by call handling, referral and data recording to enable the City Council and clients to make resources available.
5. To report breaches of security, preparing reports and providing statements in connection with security incidents and to attend court to provide evidence.
6. Ensure the security of keys and other miscellaneous items held in the control room are only released in accordance with the sections procedures and to authorised personnel.
7. To ensure that all appropriate records, documentation and performance information is completed in accordance with operational instructions and quality systems.
8. To supervise as necessary, staff delivering a service to ensure performance targets, service level agreements and standards are achieved.
9. To act as first point of contact for service and staffing issues out of normal operational hours and manage the rotas.
10. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.
11. To promote and implement the Council's Equalities Policy in all aspects of employment and service delivery.