

Vacancy

LOCATION	-	Bristol Airport
POSITION	-	Security Control Room Operative
REPORTING TO	-	Security Duty Manager
HOURS OF WORK	-	24/7 Rotating shift pattern
SALARY	-	£25,000 per annum
CLOSING DATE	-	20th November 2017

Role overview:

This is a new and exciting opportunity for a small team of SCR Operatives to develop and deliver an excellent security service to the Airport focusing on surveillance, access control, communication, report writing and liaison with internal and external partners, emergency services and travelling public. You will be expected to take responsibility, use your initiative and make decisions in order to ensure our response to incidents is within our Service Level Agreement.

You will have the latest technology at your fingertips to use in order to deliver against agreed objectives, ensuring compliance to all security processes.

Key Responsibilities:

- To co-ordinate surveillance and patrol activity across the Bristol Airport site.
- Performance Improvement, assisting the Deputy Contract Manager in identifying areas of weakness within processes and static deterrents.
- To manage the response to access control incidents.
- To liaise with internal and external partners, emergency services and travelling public.
- To communicate effectively verbally, written, via radio, telephone and/or email, maintaining logs and completing written reports.
- To escalate security issues in a timely manner and to the appropriate manager.
- To identify and manage security incidents in a professional and courteous manner.
- To be proactive and decisive in actions in order to prevent an incident from occurring or deteriorating.
- To dispatch security agents to incidents and record outcomes.
- Maintain equipment logs, defects and arranging repairs and replacements.
- To monitor and evaluate Central Search Area performance dashboards in order to improve performance.
- Contact point for employees reporting in of absence
- Dealing with requests for search from the airport.
- Liaise with business partners and act on their requests
- Reporting any health and safety issues and escalating where necessary

Person Specification

- Experience in an operational Control Room is essential.
- Technical knowledge and experience of using a CCTV System
- Applicants must demonstrate excellent standards of customer service and have previous experience in a customer service focused environment.
- Individual must be capable of demonstrating the ability to work with confidential information, in a disciplined environment and able to act either independently, work constructively with their colleagues and external partners and to develop and deliver an effective service.
- Individual should possess an excellent standard of written and spoken English and demonstrate sound interpersonal skills.
- Individual should possess self-discipline, sound judgement, confidence and decisiveness.

We take our commitment to principles of fairness and mutual respect for people of all faiths and cultures seriously and we expect our employees to do so as well. We take firm action where any concerns are raised both internally and by our clients, customers and members of the public.

All applicants must have correct documentation enabling them to work here and also have a permanent NI number.

Internal candidates will be expected to show a good attendance/timekeeping record and also a good performance in their previous role(s).

This position may be subject to Client/Board approval.

All Managerial positions and Promotions are subject to a probationary period of 6 months.

Please Note: The probationary period can be extended should the candidate's performance not meet the required standard.

Interested parties should send their CV and a covering letter to recruitment@icts.co.uk

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