

## VACANCY

LOCATION	-	ESA Harwell Didcot
POSITION	-	Security Officer / Front of House Receptionist
REPORTING TO	-	Site Supervisor & Contract Manager
HOURS OF WORK	-	As per requirements
RATE OF PAY	-	£9.25 per hour
<b>CLOSING DATE</b>	-	<b>24<sup>th</sup> September 2017</b>

### KEY TASK AREAS / RESPONSIBILITIES

- Perform a range of reception and administrative duties, including preparation for individual and group visits, receiving and processing visitors into and out of the building, as well as assisting their host during their stay.
- Operation of the Helpdesk system, providing a prompt and professional response to all enquiries, whether in person, via telephone or by email.
- Use of a computer-based access control system to monitor and control access and egress.
- Various security responsibilities including arming and disarming the alarm, occasional building patrols, monitoring of CCTV, etc.

### PERSON SPECIFICATION

#### Essential

- Excellent communication of English both oral and written.
- A good knowledge of Microsoft Office products and IT skills.
- Leadership skills and problem-solving skills.
- Demonstrated ability to work under pressure and to prioritise tasks.
- Flexibility and availability according to operational needs.
- Excellent customer service skills.
- Self-motivated but also able to work well in a team.
- Punctual, professional and with attention to detail.
- Must hold a valid SIA license (Security Guarding or Door Supervision)

#### Desirable

- Previous experience as front of house / reception.

***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 with a covering letter to Paulo Velez, Services Delivery Manager,  
[paulo.velez@icts.co.uk](mailto:paulo.velez@icts.co.uk)

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