

Oxford Security Services LTD.

1. ORGANISATION STRUCTURE

RESPONSIBLE TO: Operations Manager

JOB TITLE:

Mobile Patrols
Alarm response

**REPORTS TO THE:
JOBHOLDER**

None

None

2. JOB AIMS & OBJECTIVES

To provide a response service for alarms and carry out random visits on allocated premises.
Provide open and close services.
Provide an escort service for a selection of customers

***UNDER NO CIRCUMSTANCE MUST YOU GO TO WORK WITHOUT
YOU'RE SIA BADGE***

3. MAIN DUTIES & RESPONSIBILITIES

Carry out random patrols on selected customer properties.

To provide transportation for OSS employees if requested.

To ensure that all customers that you make contact with, receive a high level of customer service.

To assist in the protection of all site users from violence or molestation of any kind.

To question and establish the bona fide of persons found unescorted in non public areas or on private property who are not displaying valid identity badges.

To provide an escort service for the late Pharmacist.

To monitor the call taking system and carrying out random checks on all sites.

To assist OSS Management team in covering any shifts that may be required on the static department until cover can be arranged.

During major incidents, when instructed, to restrict access to the site, regulate the movement of traffic and pedestrians, liaise with the Police, Fire Brigade and other Emergency Services, assist in the search of buildings, and other matters involving the preservation of life and prevention of danger.

To check out of normal working hours, the external doors and ground floor windows of premises to ensure they are secure.

To check inside the building on all floors that lights are switched off and windows closed (this will involve climbing stairs of up to five floors. You are not allowed to use the lifts due to health and safety of a loan worker)

To ensure that fire-fighting equipment is in place and not obstructed. Any obviously unserviceable equipment to be reported to the Fire and Safety Manager for repair or replacement.

To report immediately any insecure premises or breach of normal perimeter enclosures to relevant person/s and reported in accordance with procedure.

To report any crime or suspected crime, any persons acting suspiciously or actually committing a crime to the Police.

To control and be responsible for the issue of keys, digital codes and identification badges/systems and services.

To maintain a written record of vehicles entering or leaving sites out of hours.

To patrol car parks and other areas on location of site.

To operate communication equipment as required.

To enter basic occurrence/alarm activation reports. One to be left on site and the other to be brought back to OSS.

To ensure that through the adherence to Company procedures, all mobile patrols are conducted according to customers requirements and that all site based personnel comply with the Company standards in relation to presentation, behaviour, dress, adherence to sound security procedures and assignment instructions, and that all Oxford Security Services customers are receiving the highest possible level of service.

- A. To conduct all mobile patrol visits, according to the current supplied schedule
- B. To enforce the Company disciplinary code within the limits laid down
- C. To carry out supervisory site visits as and when required
- D. To ensure the welfare of OSS site based officers
- E. To maintain the highest levels of customer service at all times
- F. No financial responsibility

1. General

As a mobile supervisor and a representative of OSS, you will be expected to lead by example at all times.

Whilst you are on duty, you will be in full, clean OSS uniform and be in possession of your identity card.

As you are representing the Company whilst you are on duty, you will be expected to be courteous and professional at all times when dealing with employees of the Company or any of its customers.

You will also be expected to gain a sound working knowledge of all assignments within your area in order for you to assist and employee during an incident and to enable you to instruct any employee in the general running of the customer's premises.

2. Liaison

Mobile supervisors will liaise with the Area Manager and the control room staff on a daily basis in order to identify specific tasks that may be required to be carried out, and to collate any information that will assist in the professional running of the customer's security requirements.

3. Hours of duty

By the very nature of the position you hold, a flexible approach to working hours must be adopted as you may be required to work day shifts or night shifts as required, although you will generally be working 12 hour shifts on a rolling roster as detailed by your Area Manager.

4 Commencement of duty

1. After booking on duty, you will liaise with the control room to ensure that all assignments are fully manned as required and any specific tasks allocated to your shift are understood and carried out.
2. Establish the details of any temporary assignments that may be working in your area, whilst you are on duty.
3. Understand the contracted establishment of all assignments within you area.
4. Ensure that you inform the control room of all your movements and location throughout the duration of your tour of duty.
5. Ensure that you are in possession of all keys and instructions required to complete your duties in relation to mobile patrols and key holding services.
6. Ensure that the mobile patrol vehicle is inspected for unreported damage and to ensure the vehicle complies with all road traffic laws and requirements.

5. Documentation

During your tour of duty you will be expected to complete the required documentation in order that suitable records are maintained and your supervision may be analysed and collated. These include the daily occurrence book (DOB), site visit reports, incident reports and other relevant documentation required.

6. Site visits

When conducting supervisory site visits you are required to carry out the following checks:

Daily Occurrence Book (DOB)

- Are all entries legible?
- Are names of all officers on duty entered into the DOB?
- Are the times of all patrols carried out recorded correctly?
- Are brief details of any incidents entered in the DOB for reference purposes?

- Are the DOB entries being numbered correctly and consecutively? (first entry in the book 001, next entry 002, then 003 and so on until the book is completed).
- Are all check calls being recorded correctly?
- Are all entries in chronological order?
-

Assignment Instructions

- Are they present and up to date? (less than 12 months old)
- Is the information contained within the instructions current and correct? (all duties covered, contact details correct etc.).
- Are they signed by the officers as being read and understood? (officer acknowledgement sheet).
- Are they properly typed? (no handwritten amendments or alterations).
- Is the on duty officer aware of any changes or amendments required?

Keys and key register (if applicable)

- Is the key cabinet locked and the key held separately?
- Are all keys, swipe cards and codes accounted for?
- Is the register being completed correctly?
- Are the officers signing for keys they require during their shift?

Security officer(s)

- Are all officers in full uniform?
- Are all officers smart and clean in appearance?
- Are all officers in possession of a valid company ID card? (ID cards must be carried by the officers at all times whilst on duty)
- Are all officers in possession of valid SIA Licence?
- Do the officers have a good working knowledge of the site and the duties required?
- Do the officers on duty have any welfare problems/wage queries etc.?
- Do the officers have a good working relationship with colleagues/ control room/customer?

Incident reports

- Are all incidents being made the subject of an incident report?
- Are incident reports being completed correctly with the required information?
- Are all the white copies of incident reports being collected and returned to Head Office?
- Are copies of all incident reports retained on site for the attention of the client/management/security officers?
- Are all incident reports legible?

Guard base

- Is the guard base clean and tidy?
- Is all redundant/completed documentation being collected and returned to Head Office?
- Is all OSS Services equipment supplied present and in working order?
- Is all client supplied equipment present and in working order?

Promote:

- Interest in the company
- Personal ambition
- Promotional prospects

- Further training and qualifications
- Professionalism at all times

7. Other duties

- Incidents

In the event of a major incident occurring on an assignment within your area, the control room will dispatch you to the said location and you must ensure that you attend as soon as possible. Upon arrival at the scene, you will assist the on duty officer and take control of the situation until the emergency services, OSS management or the customer arrives on site.

- Site patrols

During all supervisory site visits, you will be expected to carry out a patrol with the officer on duty to establish their working site knowledge and to ensure that any patrol recording equipment are in working order.

- New business

The mobile supervisor will always be alert to the possibilities of potential new business or the adding to existing business.

- Media

All OSS Services personnel are not permitted to disclose any information whatsoever to the press, or their agents, and if approached, must not make no comment but refer the enquiry to the Company Head Office.

- Confidentiality

As an employee of OSS Services, you are not permitted to disclose any confidential information relating to OSS Services, its employees or any of its customers to any person not authorised by OSS Services.

Specific Duties:

- Make a check call Every hour
- Check calls must be made 15 minutes past the hour.
- You must start that first check call 15 min after your start your shift
- Internal patrol (hourly)
- External patrol (hourly).
- When arriving on sites, visitors and construction works are to be accounted for (if not booked in the book then book them in. from start of shift to hand over.

Professional Attitude & Skills.

You should as a Mobile Patrol/Static Guard

- Greet customers and Staff in a friendly and courteous manner.
- Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to your duties
- Carry out his/her duties in a professional and courteous manner with due regard and consideration to others.
- Behave with personal integrity and understanding.

- Use moderate language, which is not defamatory or abusive when dealing with the members of the public and colleagues.
- Be fit for work and remain alert at all times.
- Develop knowledge of local services and amenities appropriately.
- Be Flexible with other members of staff
- Be professional all times

General Conduct

In carrying out your duties as a Security Guard you should:

- Never solicit or accept any bribe or other consideration from any person.
- Not drink alcohol or be under the influence of alcohol or drugs.
- Not display preferential treatment towards individuals.
- Never abuse your position of authority.
- Never carry any item which is or could be considered to be threatening.
- Report all incidents to the management.
- Co-operate fully with the members of the Police, Local Authority, Security Industry Authority and any other statutory agencies with an interest in the licensed premises or the way they are run.

NOTE:

The above description does not necessarily itemise all jobs the job holder will be required to do.

Further advice

For advice and resources on all aspects of managing occupational road risk see the following publications,

- HSE Guide, 'Driving at Work' www.hse.gov.uk/pubns/INDG382.pdf
- Managing Occupational Road Risk: The RoSPA Guide (price £25.00)
- Driver Sleepiness, DFT road safety research report 21 www.dft.gov.uk (Road safety section)
- www.dft.gov.uk (Road safety section)
- www.hse.gov.uk/roadsafety/index.htm

ACCEPTANCE OF TERMS & CONDITIONS OF OXFORD SECURITY SERVICES LTD DRIVERS HAND BOOK

I acknowledge that I have received read and understood the contents of the drivers hand book.

I further understand that the contents of this DRIVERS HAND BOOK and Job Description are binding on me as part of the Terms and Conditions of my employment with Oxford Security Services.

Employee Name:

Employee Signature:

For and on behalf of the Company

Name:

Signature:

Job Title :.....

Date Employee Handbook Issued: