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| Role: | SOC Officer |
| Level: | 1 |
| Reports To: | SOC Team Leader/ SOC Manager |
| Direct Reports: | N-A |
| Location: | TCFM SOC (Tadworth, Surrey) |
| Rota & Hours: | 4 on/ 4 off, average 42 hours per week as a minimum base rota (Nights)  Flexibility is required. |
| Key Responsibilities: | * Demonstrate the TCFM values at all times (Respect, Care, Initiative and Expertise) * Provide 24/ 7/ 365 response for incidents, accidents, emergencies for TCFM Colleagues, Customers, Stakeholders, Public and Emergency Services. * Follow Assignment Instructions, Risk Assessments and relevant customer policies at all times. * Provide centralised and efficient execution of security processes to support operational delivery, issues are resolved in “One Touch”. * Promote confidence with every customer and colleague through effective decision making, communication, customer service and professional standards. * Resolve Colleague and Customer queries and requests directly and in a timely manner, reducing the need for escalations and complaints. * Schedule and plan security resources to meet customer needs. * Centralise ALL admin processes to improve operational efficiency for sites (SIA/ Uniform/ Holiday/ Pay Queries) * Provide monitoring, analytics and intelligence to identify risk and enable effective decision making. * Provide reporting (Daily/ Weekly/ Monthly) internally and to our customers to drive security performance. * Act as the Subject Matter Expert (SME) for security systems, applications, software. * Work with Service Partners to deliver operational requirements that support TFCM strategy. * Deploy resources effectively, covering all customer requirements, planned and unplanned gaps, booking colleagues on and off duty. * Deploy service partner resources and execute the relevant financial and compliance processes, seek authorisation as appropriate. * Maintain the integrity of relevant security systems and applications, ensuring a consistent approach across TCFM. * Ensure Security Colleagues have the appropriate SIA Licencing & Accreditation, arrange training and support Colleagues. * Ensure holidays are processed in an effective manner, not compromising customer/ site expectations. * Produce effective Management Information, reporting, analytics and intelligence that enables effective use of resources and mitigates risk. * Validate and update Assignment Instructions/ Risk Assessments/ Processes that support operational delivery and safe and secure sites |
| Experience/ Skills/ Qualifications | * SIA license – Security Guard/ DS * SIA license – CCTV * IT Systems (SME Level) * Full UK driving license |
| Keys Behaviors | * Leadership Competency (Level 1) * Excellent Communication in all directions (verbal and written) * Punctual, reliable and well presented. * Work collaboratively with Customers & Colleagues. * Role model security professionalism, ethics and personal integrity |

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