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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
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| Experience/ Skills/ Qualifications | * SIA license – Security Guard/ DS
* SIA license – CCTV
* IT Systems (SME Level)
* Full UK driving license
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| 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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