



JOB DESCRIPTION

CONCIERGE SECURITY OFFICER – STOKE ON TRENT

We are looking appoint a Concierge Security Officer to join our team to work at our Stoke on Trent site. The main purpose of the role is to assist the Accommodation Manager in providing a safe, secure and welcoming environment. Our overall vision is to create the ultimate experience through exceptional customer service and a friendly environment for our residents.

You will be the first person to meet and greet customers, staff and service users. Above all you will be in charge of ensuring all are safe and secure at all times.

This is a permanent position, covering nights, weekends and bank holidays. The shift pattern will be discussed at interview.

Duties & Responsibilities:

- Ensuring building and tenants are safe and secure
- Conduct Patrols on a regular basis to secure site and monitoring CCTV system
- Liaise with management team on a daily basis
- Attend to residential complaints and anti-social behaviour
- Check calls to Control Station and compile accurate incident reports/daily log
- Promote and maintain good Health & Safety practices
- Postal Management
- To perform basic maintenance, in-house training provided
- Taking deliveries of parcels, signing in/out duties
- Dealing with Fire Alarm Activations and evacuation procedures accordingly
- First Line response: respond quick and efficiently to emergency situations e.g. power outage

Essential Skills & Experience required:

- Excellent Punctuality
- Excellent customer service skills
- Ability to communicate verbally and have good writing skills in English
- Ability to work with little supervision and maintain a high level of performance
- Pro-active work etiquette
- Current Full UK Driving Licence
- SIA Licence

Preferred Skills & Experience:

- Provide a full 5 years work history
- Worked in the security industry for minimum 2 years consecutively
- Advantage if worked on residential, building related sites.
- Minimum GCSE: English - C, Maths - C

Please send us your CV and a cover letter to info@lhsecurity.com