



JOB DESCRIPTION

CONCIERGE SECURITY OFFICER

We are looking appoint a Concierge Security Officer to join our team. 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 users and building contents 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 complaints and dealing with anti-social behaviour
- Check calls to control room and compile accurate incident reports/daily log
- Promote and maintain good Health & Safety practices
- Postal Management (taking deliveries of parcels, signing in/out duties)
- To perform basic maintenance, in-house training provided
- 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
- Team work
- Current Full UK Driving Licence
- Door Supervisor 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

What we offer:

- Minimum 48 – 55+ hours per week
- Starting Salary from £9.60 per hour
- Full contracted hours.
- 16.8 days annual leave per year, pro rata

Full and on-going training with a view to career development including opportunities to progress

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