



For Complete Security

Video Receiving Operator

Donington, Lincolnshire, PE11 4TA

Full Time: 4 days on, 4 off / 4 nights on, 4 off. 12-hour shifts

As an overview, Operators must demonstrate all the responsibilities of the role to a satisfactory standard and ensure that all processes are followed 100% correctly to the process/standard.

CCTV

Ensure customer service is delivered to a high standard. Monitor Closed Circuit Television (CCTV) camera activations, ensuring that appropriate responses are initiated as defined by the operational Code of Practice.

Intruder/Fire/PA

Monitor Intruder/Fire/PA alarms ensuring that appropriate responses are initiated as defined by the operational Code of Practice.

Remote Guarding

Provide security for access-controlled sites in place of manned guarding. Ensure that sites are only accessed in line with the customers' instructions and that any breaches of security are reported immediately.

Guarding

Ensure that the Team Leaders are supported in their management of Guards and Mobile Drivers on shift.

Essential Requirements:

- Hold a Guard, Door Supervision, Close Protection or Public Space Surveillance Licence/CCTV Licence (or willing to acquire).
- Able to work effectively in a team and demonstrate good communication and a strong team spirit.
- Able to display a positive culture.
- Possess an excellent telephone manner.
- Demonstrate good attention to detail and report inaccuracies so that continuous improvement is maintained.
- Willingness to work on shift rotation including nights, weekends and public holidays.

Desirable Requirements:

- Have previous experience of customer service industry.
- Have experience as an operator with a good understanding of the systems in use.
- Possess an understanding of the relevant Standards and Legislation.
- Have lone working experience or an understanding of standards and processes to be followed.

About GBSG

At GBSG we offer a range of services to ensure that our customers feel safe and secure, whether at home or in the workplace. Our extensive range includes intruder alarms, fire alarms, CCTV systems, access control, guarding services and keyholding. With over 30 years' experience, we are proud to have built our reputation on providing security solutions that offer real long-term value, are reliable and easy to use. Whether you're a homeowner or a national business we will provide security solutions that are tailored to your individual needs. It's this approach, plus provision of a 24-hour emergency security engineer call-out service, that sets us apart from the crowd. We also provide

If you would like to apply for any of these roles, please send a CV and covering letter to hr@gbstp.com or call 01775 821921



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monitoring services through our NSI Gold standard monitoring station, which is manned 24 hours a day, 365 days a year.

Benefits:

- MHFA England Mental Health First Aiders
- Free Parking
- Perks at work – Discounts
- Corporate Clothing
- Professional Development
- Pension
- HSEQ Committee & Employee Representatives

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