

Video Receiving Operator & Mobile Guard Cover

Hours of Work: 4on4off, Days 0715 to 1915 & Nights 1915 to 0715

Location: Donington, PE11 4TA

Salary: Competitive, dependent on experience (DOE)

Main Job Purpose:

As an overview, this dual role involves primarily monitoring CCTV, Intruder, Fire & PA alarms to detect and respond to incidents, combined with on-the-ground mobile duties.

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.

Mobile patrol guards are responsible for carrying out patrols and responding to callouts to our customers' properties. They must drive in accordance with the company standards as well as remaining inside the limits of the law, always safeguarding the patrol vehicle and keys to the best of their ability.

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.

NB. Sites will change from time-to-time in accordance with customer/assignment changes. You need to ensure that all changes to assignment instructions, key holdings and computer-based site instructions are identified, and that this information is passed on to the Team Leader/Supervisor in order that they can be updated appropriately. If there is ambiguity due to incorrect/out of date information, you need to ensure that guidance is sought, and clear instructions given to resolve the task.

Essential Requirements:

- Hold a SIA Security Guard Licence, Door Supervision Licence or Close Protection Licence or be willing to acquire.
- Willing to undertake CCTV training and to work in the ARC.
- Possess and maintain a full, clean driving licence.
- Able to display a positive culture.
- Able to work effectively in a team and demonstrate good communication and a strong team spirit.
- Possess excellent communication skills and while covering mobile duties be able to work alone, but in regular contact with the ARC.
- Demonstrate good attention to detail and report inaccuracies so that continuous improvement is maintained.

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



For Complete Security

- Willingness to work on shift rotation including nights, weekends and public holidays.
- Be friendly and flexible.
- Be professional and polite.
- Be smart, clean & tidy.
- Possess an excellent telephone manner.

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

Benefits:

- Competitive salary (dependent on experience).
- Ongoing training and development opportunities
- Company pension scheme.
- Metlife Benefits including 24/7 online services

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