NEW STARTER PACK
MANAGERS SECTION

Please complete this form fully. Leaving gaps or failing to answer questions will lead to a delay in the employee starting work for you.

This should be sent with the completed Employee section when employing an individual.

CONFIDENTIAL

JOB DESCRIPTION

POSITION:	**SECURITY OFFICER**
REPORTING TO:	**LINE MANAGER FOR SPECIFIED SITE**
LOCATION:	**CLIENT SITE(S)**

Purpose of the role
To provide an efficient and professional security service to Consortio Security's clients as specified, demonstrating the highest levels of customer service.

Duties
1. Control access and egress, utilising the equipment and systems provided
2. Ensure clients' staff, property and other assets are secure
3. Answer all enquiries courteously and professionally
4. Accurately operate designated alarm systems
5. Monitor CCTV footage for protection of property and assets
6. Complete the daily log, noting all appropriate activity
7. Produce accurate reports as and when needed
8. Conduct sufficient internal and external patrols to ensure security of all zones
9. Ensure all procedures, site / assignment instructions and protocols are followed at all times; being particularly diligent when in an emergency situation
10. Maintain tidy and clean work areas
11. Be an effective ambassador for Consortio Security, always smart and diligent

The above duties are subject to additional duties as per the site's Assignment Instructions (AI's), however in the event that there is a conflict of duties, the AIs will prevail.

Essential Requirements
- A current SIA Licence – Front Line, carried at all times on duty
- Smart appearance, following the Consortio Security uniform requirements to the letter
- Good verbal communication skills, pleasant manner, approachable, clearly spoken
- Shows excellent customer care skills
- Shows courtesy and respect for people at all times in all situations
- Possesses computer literacy of at least a basic level
- Demonstrates basic numeracy and literacy skills for following instructions and preparing reports
- Demonstrates good observation skills
- Remains calm under pressure
- Always punctual and reliable
- Demonstrates a flexible attitude to changing working hours and patterns
- Must demonstrate understanding of Health & Safety requirements when handling and using machinery and use appropriate Personal Protective Equipment
- Supports the team, giving assistance where possible

Desirable Requirements
- Previous working experience in the security industry
- Full UK driving licence

CONFIDENTIAL

SECURITY OFFICER INTERVIEW PACK

MANAGERS NAME: DATE OF INTERVIEW:

It is a requirement to briefly note the candidate's answers on this sheet and send it to HR, whether or not you decide to employ the person.

Look at original documents and check. Take photocopies of documents and certify them. **Ensure the Screening Pack is FULLY completed before sending to HR**

Question	Answer
What is the number of your SIA Licence?	*Number, type of licence and expiry*
Do you have the right to work in the UK? Look at original documents and check. Take photocopies of documents and certify them.	*UK citizen? EU citizen? Details of visa? Student limited on hours of work?* *If does not have right to work in the UK, finish interview.*
Do you have a Driving Licence?	*Yes / No / Provisional*
What is your reason for looking for a new job?	
What appeals to you about this job particularly? *Have they researched Consortio Security?*	*Fill in their gaps of knowledge.*
When would you be available to start work, if successful?	*Notice? Holidays booked?*
Talk me through a typical day's duties in your most recent role in security or other relevant role.	*Look for previous relevant experience. Following AIs. Completing DOBs.*
Talk me through an incident that has happened whilst you were on shift and how you dealt with it.	*Look for calm approach, following protocols, etc*
Tell me about the most difficult customer situation you have had to resolve.	*Look for customer care skills*

CONFIDENTIAL

Question	Answer
Tell me about your IT skills? What have you used a computer for?	*Email communications, data entry, typing reports.*
What means of travel would you use between home and work?	*Length of commute?*
Are you willing and able to travel as part of your role?	*Possible mobile patrol, relief, relocation?*

Ensure you go through and explain the following to the candidate and also discuss job description with them

Vacancy is on which site/contract?	*It is not guaranteed to remain on that site, need flexibility*
What is hourly pay rate	**£** *Paid monthly on the 15th for work done in the previous calendar month*
Expected hours of work	• *Work patterns may vary, no work can be guaranteed* • *Variable hours contract 15-50 hours depending on operational requirement* • *Right to opt into maximum 48 hours per week* • *Default is to be able to work at least 48 hours*
Holiday entitlement	• *Statutory entitlement of the equivalent of 5.6 weeks (28 days) per year pro-rated accordingly depending on hours worked* • *Holiday year 1 July to 30 June* • *During first year of employment can only take whatever holiday has been accrued.*
Uniform supply and deductions	• *Uniform is supplied and must be worn correctly at all times, with no personal additions to it. MUST wear SIA licence at all times on duty.* • *A deposit of £100 is made for the uniform, deducted as 2 instalments of £50 from 1st two months' pay.* • *All PPE is supplied free of charge unless you leave within 6 months at which point it will be deducted from your final salary.*
Training and induction to be provided	*Booking on procedure, SmartTask, check calls, DOBs,etc*
Screening will be done to meet BS7858	• *Have they been through it before? Explain if necessary* • *Is enhanced DBS check needed?*
Any questions?	

CONFIDENTIAL

INTERVIEWER'S ASSESSMENT OF APPLICANT

Write down how many marks out of 10 for each point:

1	Punctuality for interview	
2	Qualifications, SIA licence, driving licence	
3	Previous relevant working experience	
4	Smart and clean appearance	
5	Verbal communication skills	
6	Literacy and numeracy	
7	Customer care / customer service skills	
8	Home location, convenient, flexibility	
9	IT skills	
10	Would be a suitable ambassador for Consortio Security	
	TOTAL MARKS:	**out of 100**

Pass rate 70%
Recommended for employment or not?
Reasons why?

LITERACY AND NUMERACY ASSESSMENT

Name _____ **Date** _____

LITERACY

Question 1 (Mark out of 3)

Below are three sentences each with a missing word. Underneath the sentence is a list of four words. Read each sentence carefully and from the list below choose which word best completes the sentence. To indicate your choice, underline the word or phrase. Give only one answer for each question.

1a. Earlier today the sales assistant _____ over a packing case.

fall	was falling	fell	felled

1b. Is this the place _____ you saw the accident?

which	When	where	who

1c. The thief escaped _____ the open gate.

under	through	over	on

Question 2 (Mark out of 4)

2a. Harry is a security guard working at the Anywhere Shopping Centre. Harry has to catch the train to the shopping centre for his shift which starts at 9.00 am. The train ride will take 45 minutes and then Harry has a 10 minute walk from the station to the shopping centre. Below are the times of the trains in the morning. Circle the time of the train that Harry would need to catch to get to work on time?

07.15 am 08.00 am 08.15 am 08.20 am

2b. Harry's weekly train ticket costs £30.20, if he gives the ticket officer one £20.00 note, one £10.00 note and one £5 note, how much change will he get?

Answer =

2c. Harry has to attend a burglar alarm activation; the alarm is at a factory 25 miles from his current location. If Harry drives at 50 miles per hour how long will it take him to get to the factory?

Answer =

2d. Harry works for 8 hours and received £9.00 per hour how much will he earn?

Answer =

Question 3 (Mark out of 4)

List 4 key aspects of what you think the roles and responsibilities of a Security Officer are:-

1.

2.

3.

4.

NUMERACY

***Question 4* (Mark out of 4)**

Below are three different maths sums. Complete each of the questions in full. If you need to write down your working out please use the space indicated below.

4a. What is 48 + 15 =

4b. Divide 125 by 5 =

4c. What is 98 + 5 - 23 =

4d. Subtract 18 from 93 =

Question 5 (Mark out of 5)

Please write the following times in 24 hour clock format:

5a. 9.12 pm _____ 5b. 9.22 am _____

5c. 1.17 pm _____ 5d. 2.22 pm _____

5e. 3.15 pm _____

Space for working out:

Total Marks out of 20		**Percentage** (x by 5 to get %)	

Pass rate is 70%