

Are you a Security Officer looking for a new career?

Due to our continued growth we are now recruiting a Corporate Response Officer to join Allied Universal working in the Corporate offices at Kings Cross Estate.

The main responsibility is to provide exceptional customer service to all visitors and residents, you must ensure you greet and assist them with a helpful attitude. You will also be promoting a culture of safety and security by being a reassuring presence offering help and guidance. You should be both welcoming and representative of the 'five-star' feel of the building and the client we are representing.

What you get:

- Excellent salary of £11.38 per hour.
- Training, Support and Personal Development.
- Enrolment into the company's pension scheme and staff discounts on several retail stores, restaurants, travel companies, and much more.
- SIA Badge renewal covered by Allied Universal.
- Full uniform provided.

Shifts: 4on & 4off pattern, day shifts (07:00-19:00 or 07:00-15:00) and night shift (19:00-07:00 or 19:00-03:00).

What we want:

- A valid SIA Badge DS and CCTV Badge.
- Excellent written and verbal communication skills.
- Proven experience as concierge; experience in customer service or relevant role is an advantage.
- Be responsive to the client's needs and work in partnership with the client and other suppliers to support the delivery of the services.
- Must be pro-active in your duties, be able to work on your own initiative and work with others.
- Must be able to work under pressure, be able make decisive decisions during incidents and difficult situations.
- Strong knowledge of site processes and procedures, and aptitude for learning and applying such.
- Honesty and integrity.
- Set an example of efficiency, sobriety, discretion, professionalism, and promptness. Never use abusive language or act arbitrarily when dealing with team members or employees.

Duties & Responsibilities:

- 'Meet and greet' function whilst on post at the front of house.
- Signing in and out of visitors, raising of badges through the Vicinitee systems.
- Acting as the appointed person in the event of evacuations, liaison with emergency responders.
- Directing visitors to the correct departments or reception area for information.
- Assisting with enquiries from building tenants and visitors.
- Ensuring that anyone entering your building has permission to do so.
- Conducting patrols and visual building checks.
- Supporting the FCC team in the event of fire/ security situations.
- carrying out weekly or audits building inspections, identifying and reporting repairs and defects.
- To ensure client satisfaction.
- To ensure the post is fully manned at all times required.

To apply, please forward a detailed CV and covering letter explaining your suitability for this role.



A.U Recruit is an equal opportunity employer