

Allied Universal are recruiting for an experienced Security Scheduler to join our team at our head office in South West London.

We are looking for an individual that can add to the talent we already have within our Security Operations team and grow with the team as we acquire more business. As the Security Scheduler you need to ensure service levels are kept at a high standard while minimising business loss to reflect our client's needs and requirements.

The day-to-day duties of the Security Scheduler are varied. You will need to build positive relationships with our staff & management by maintaining regular contact through Calls and emails. Oversee the day to day scheduling of all contracts and ensuring contractual hours are delivered.

Benefits Include:

- **Excellent Salary of £13.39 per hour.**
- **Permanent and Full-time contract of employment, working on 6on & 3off pattern (Day shifts: 06:00-18:00 & Night shifts 18:00-06:00).**
- Automatic enrolment on to company pension scheme.
- We offer internal training and development opportunities in an excellent working environment.
- 5-minute walk from Wandsworth Town station.

Core Duties & Responsibilities:

1. Carry out the necessary arbitrations every 12hrs at the start of each shift.
2. Monthly scheduling for all sites across the UK as well as Internationally
3. Work closely with the Operations Management Team in Scheduling contractual and Ad-hoc hours as well as helping with the holiday system.
4. Any operational shortfalls in manning needs to be escalated appropriately.
5. Liaise with the Operation Manager to fulfil any training requirements of staff on sites.
6. Send a confirmation email of anything operational to clients and management.
7. Respond in a professional manner and action any phone messages, queries or requests received from client or site staff.
8. Action any email requests or queries received both internally and externally throughout the day.
9. Ensure all client queries and complaints are escalated to the site Security Management Team for immediate action and response.
10. Responsible for ensuring the contracts are manned.
11. Responsible for ensuring all Company policies and procedures, and applicable employment law updates are fully implemented, adhered to and communicated.

To be considered for this excellent opportunity you must have the following:

- Proven experience as a Security Scheduler (minimum 1 year)
- SIA Badge holder; Door Supervision Badge (Essential) & CCTV (preferred but not mandatory)
- Programs: Microsoft Word, Microsoft Excel, Outlook, Scheduling Systems (e.g Smart Task, Timegate, Logo soft, etc)
- Professional communication and high level of written and spoken English
- Ability to multi-task, prioritise tasks and work to deadlines
- Good team player; helping others where needed
- Strong coordination skills
- Pro-active and able to offer new solutions where appropriate

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

A.U Recruit is an equal opportunity employer