

Senior Security Systems Engineer

Job Description

The Purpose of your role in Our Co-op

As the Senior Security Systems Engineer, you will be responsible for implementing and servicing our co-op's secure response surveillance equipment.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

The Team you are joining

The Secure Response team plays a pivotal role in ensuring the safety and security of both internal and external clients. Operating from our state-of-the-art Alarm Receiving Centre (ARC), we deliver comprehensive monitoring services to over 1000 sites throughout the UK. In addition, we offer tailored solutions for lone working, prompt response to alarm activations, round-the-clock helpdesk support, and effective mitigation of anti-social behaviour across our sites.

Your reporting lines

Location: Field Based

Department: Secure Response

Reports to: Paul Jones - CSR Operations Manager

What you will be working on at Our Co-op

1. Servicing and Maintaining Security Systems

- Carry out regular servicing and maintenance tasks on CCTV, Intruder, and access control systems at customers' premises.
- Diagnose and troubleshoot issues with security systems to ensure proper functionality.
- Undertake necessary repairs or replacements of faulty components to restore system performance.
- Ensure all security systems comply with relevant standards and regulations.

2. Ensuring a Safe Working Environment

- Adhere to safety protocols and procedures to maintain a safe working environment, particularly when working alone.
- Identify potential hazards and take appropriate measures to mitigate risks.
- Use personal protective equipment (PPE) and follow safety guidelines to prevent accidents or injuries.

3. Compliance with RAMS (Risk Assessments and Method Statements)

- Follow and adhere to Risk Assessments and Method Statements (RAMS) at all times to ensure tasks are carried out safely and efficiently.
- Review RAMS documents before commencing any work and ensure compliance with established procedures.
- Report any deviations from RAMS or safety concerns to the appropriate authorities.

4. Technical Skills and Knowledge

- Interpret and understand electrical and building plans related to security system installations and maintenance.

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- Demonstrate proficiency in using hand tools, power tools, and specialised equipment required for repairing and dismantling security equipment.
- Apply knowledge of electrics to troubleshoot wiring issues and ensure proper installation of security systems.
- Stay updated with industry advancements and best practices in security system technology.

5. Availability and Responsiveness

- Be available to respond to service calls and emergencies outside of regular working hours, as per business needs.
- Maintain flexibility to work evenings, weekends, and overnight stays when required.
- Possess the physical capability to carry equipment up and down ladders and work in various environments, including tight spaces and dusty conditions.
- Demonstrate adaptability and willingness to travel to customers' premises to perform onsite service and maintenance tasks.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

The skills we are looking for

Below lists the skills and behaviours required to complete the role of Senior Security Systems Engineer at the East of England Co-op:

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused

Things you need to know

The job holder for this role will require a BTEC Level 3 or equivalent qualification in Practical intruder alarm installation.

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – please note that this role requires those checks.

You will be required to hold a valid UK driving licence to conduct this role.

This is a field based working position which will require you to balance time at various locations across our estate and operating areas, the arrangements of which will be discussed at Interview.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.

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Our Values

At Our Co-op, we live by a set of four values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.

Do the right thing

- We're fair, trustworthy, honest and open
- We behave in an ethical way
- We care for our colleagues, members, customers, suppliers and communities

Whichever value we are living, unstoppable, stronger together or a place for people to grow, we should be **doing the right thing** at the same time.

Unstoppable

- We're courageous, determined and resilient
- We welcome change
- We believe that 'speaking up' is important in helping us to improve
- We try new things, even if it means not getting it right first time

Stronger together

- We create a positive working environment through building good relationships with others
- We work as one team, wherever we work in our co-op
- We celebrate our differences

A place for people to grow

- We're open to learning new things every day
- We support each other to grow
- We strive to be the best we can be, personally and professionally