

**Job Profile
Security Assistant**

Job Purpose: Responsible to the Security Supervisor, the post holder will provide a comprehensive security function at the BALTIC site on a 24-hour basis.

Key Outputs and Accountabilities

To provide a security service to the BALTIC building including the monitoring of CCTV system, intruder alarm system, building management systems and life safety systems.

Control entry and exit of all non-public attendees at BALTIC.

Control entry and exit of Baltic car park, including handling customer/visitor enquiries, ticketing or attending to issues as they arise in person & over the intercom system.

Control goods inwards/outwards at BALTIC.

Communicating effectively verbally & by email to a variety of Baltic staff teams, including other users of the building such as our catering partners, co-workspace users & freelance artists & technical teams.

To maintain a log of all incidents and provide written and verbal reports to, Security Supervisor Head of Visitor Experience & where appropriate to Head of Facilities.

To answer telephone enquiries via the main switchboard as and when required in a professional and helpful manner.

To provide a portering service when required.

To assist with maintaining inventories of equipment, fixtures and fittings.

To provide any other support to the Security Supervisor as required.

Undertake any other duties relevant to the purview and responsibilities of the role.

Person Specification

Essential

Relevant experience in security environment.

Knowledge of modern Building Management Systems.

Knowledge of the Data Protection Act, in relation to CCTV.

Knowledge or experience of Health & Safety in the workplace.

Excellent customer care skills.

Excellent communication skills.

Excellent team working skills.

Ability & confidence to work autonomously.

Desirable

First Aid Qualification.

Customer service experience or training.

Reports to: Security Supervisor

Direct reports: None