



Job Description

Job Title	SECURITY AND INCIDENT MANAGEMENT OFFICER (SIMO) – (4 on 4 off rotating days/nights)
Department	SUPPLY CHAIN
Responsible For	N/A
Responsible To	SECURITY AND INCIDENT MANAGEMENT SUPERVISOR (SIMS)
Main Purpose of Job	<p>We are looking for a highly professional officer to help protect our secure facility, assets and personnel. The SIMO will maintain a high visibility presence and prevent illegal or inappropriate actions, protecting CDW’s property and staff by maintaining a safe and secure environment, and upholding the CDW Way. To provide physical security for the CDW National Distribution centre (NDC), reception duties during business hours and CCTV monitoring for multiple CDW sites. This role will include incident management responsibilities, working closely with key holding and monitoring partners to ensure alarm activations are responded to quickly, investigated and appropriate actions are taken, including liaising with the police if the need arises. The goal is to detect, deter, observe and report.</p> <ul style="list-style-type: none"> • Reception duties during business hours • Searches of individuals exiting operational areas • Observe and report any suspicious activities • Assess risk of theft and feedback to leadership • Booking in and out of delivery vehicles • Liaising with NDC teams regarding collections and deliveries • Control room duties out of hours • CCTV monitoring and investigation • Alarm, access and detection system monitoring • Regular external Patrols of the NDC • Maintaining Security documents • Follow all security procedures • Liaising with keyholders and monitoring providers • Incident management (including Security, fire & facilities) • Provide feedback to onsite leadership about security and facilities • ID checks on all visitors • Administer First aid where required <p>The successful candidate will be subject to the following security checks due to the nature of the customers we serve:</p> <ul style="list-style-type: none"> • DBS – Criminal records check • BPSS – Baseline personnel security standard • NSV – National security vetting



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Knowledge & Experience	<p>Any of the below would be an advantage but not essential</p> <ul style="list-style-type: none">• Experience in a customer facing reception/security role• Gatehouse duties experience• Experience working various shift patterns• Lone working experience• Knowledge of various security setups• CCTV monitoring and investigation experience• SIA licensed• SC cleared• Experience maintaining various logs
Personal Attributes	<ul style="list-style-type: none">• Computer literate• Must be able to maintain a professional, positive attitude towards all staff, contractors and visitors• Smart and presentable• Articulate, with excellent communication skills• Calm and confident under pressure• Strong time management skills• Highly vigilant and assertive• Able to multitask• Capable of following complex instructions• Willing to cover additional shifts where required• Able to work as part of a team, but very often independently• Integrity, honesty and professionalism• Thorough, with good attention to detail• Alertness, observant and diligent• Knows how to lead and follow depending on situation• Passionate about the security and safety of people and property.