

Security Systems Engineer

COOP
SECURE
RESPONSE

Job Description

The purpose of your role in Our Co-op

As the Security Systems Engineer, you will be responsible for implementing and servicing our Co-op Secure Response surveillance equipment across the UK.

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 and security 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 criminal activity across our sites.

Things you need to know

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.

The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused
- Interpersonal skills
- Project management
- Critical thinking

Your reporting lines

Location

Field based

Department

Central Office, Secure Response

Reports to

Secure Response
Operations Manager,
Paul Jones



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.



Security Systems Engineer



Job Description

What you will be working on at Our Co-op

1. Servicing and Maintaining Security Systems

- Perform regular servicing, maintenance, and fault diagnosis on CCTV, intruder alarms, and access control systems.
- Repair or replace faulty components to restore functionality.
- Ensure all systems meet relevant standards and regulations.
- Provide emergency fault response as part of an on-call rota.

2. Ensuring a Safe Working Environment

- Follow safety protocols, especially when working alone.
- Identify and mitigate potential hazards, using PPE and adhering to safety guidelines.
- Successfully complete Society-provided health and safety training.

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

- Consistently follow RAMS to ensure safe, efficient task execution.
- Review RAMS prior to starting work and report any deviations or concerns.

4. Technical Skills and Knowledge

- Read and interpret electrical and building plans.
- Use hand tools, power tools, and specialist equipment for installation and maintenance.
- Apply electrical knowledge to troubleshoot and install systems effectively.
- Hold or be able to obtain ECS/CSCS certification.
- Maintain awareness of new security technologies and demonstrate a proven installation track record.

5. Availability and Responsiveness

- Respond to out-of-hours service calls and emergencies as required.
- Work flexibly, including evenings, weekends, and overnight stays.
- Be physically capable of safe onsite work in various environments.
- Willing to travel to customer sites to carry out servicing and repairs.

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.

Our Values

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



To find out more about our values, visit www.eastofengland.coop/careers/our-values