



Overnight Response Officer

Job Description

Introduction

The Overnight Response Officer will be responsible for carrying out set security duties across the East of England Cooperative Society operating area as well as the Clients of Coop Secure Response. These duties will be a mixture of set tasks and response to incidents.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in its vision to be the East of England's most valued organisation.

Principle Accountabilities

- To respond to incidents and security observations as directed by the Alarm Receiving Centre (ARC) or Security Management.
- To provide support to Society Colleagues, customers and the emergency services where required on arrival.
- To investigate events by taking witness statements, reviewing CCTV, and gathering evidence where required and to report all findings to the ARC or Security Management where requested.
- To assess outstanding non-compliance issues raised by security personnel and to report the findings to the ARC.
- To complete welfare checks on branches following an incident to offer support to Colleagues.
- To liaise with external agencies, such as the Police, Local Authorities during incidents.
- To support the department with any campaigns in Society branches as requested.
- To support security personnel in the successful completion of their task in locations as reasonably requested by Security Management.
- To ensure full compliance with Health & Safety and Data Protection legislation.
- To represent the Society and Coop Secure response in the public domain and upholding the reputation of the company.
- To adhere to all accreditations and policies set out by the East of England Cooperative and their governing bodies.

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.

Skills & Behaviours

Below lists the skills and behaviours required to complete the role of Overnight Response Officer at the East of England Co-op:

- Punctuality and the ability to work to agreed timelines.
- The ability to work on your own and as part of a team.
- Ability to develop effective working relationships.
- The ability to communicate and emphasise with Colleagues and the general public.



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- Committed to delivering excellent service to all customers of Security Services.
- Professional and self-motivated, including the ability to use own initiative.
- The ability to react quickly and embrace change.
- The ability to evaluate risk and make suitable decisions.
- The ability to develop and maintain up to date professional and technical competence and use this in the achievement of objectives.
- Full Driving Licence.
- Willing to work unsociable hours.

Desirable Qualities

- Experience of retail security/response work.
- SIA guarding/Door Supervision Licence.
- Basic Security SIA Licence.
- Knowledge and understanding of loss prevention.
- Knowledge and understanding of retail security.

Operational Parameters

Play your part in our team succeeding. People are at the heart of what we do and drive the success of our business. Our culture of connecting, creating opportunity and delivering excellence shape how we think, how we do things and how we help our people fulfil their potential.

We embrace diversity and actively seek to attract individuals with unique backgrounds and perspectives. We break down barriers and encourage collaboration, enabling innovation and rapid development of solutions that make a difference. Our workplace generates an enriching and rewarding experience for our people, members, and customers alike. Our vision is to build an inclusive culture in which everyone feels valued.

We know that real personal growth cannot be achieved by simply climbing a career ladder – which is why we encourage and enable a wealth of avenues and interesting opportunities for everyone to broaden and deepen their skills and expertise.

We are committed to supporting emotional, physical, financial, and societal wellbeing and adopt a flexible approach to working hours and location. This provides team members with the greatest opportunity to work in the way that fits them best individually and also allows the team to recognise and work with fluctuating workloads.

We also make reasonable accommodations for applicants and employees with disabilities. If an accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please make your recruiter aware, we want to ensure you perform at your best.

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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.



Stronger together

Promote collaboration in day-to-day duties – we work as one team.



A place for people to grow

Demonstrate ongoing commitment to personal learning and development.



Do the right thing

Demonstrate value and integrity reflective of Our Co-op's values and principles.



Unstoppable

Be resilient and tenacious.

Disclaimer

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – These checks are mandatory for this role.

Colleagues undertaking this role must hold a SIA CCTV Licence as well as an SIA guarding/Door Supervision Licence.

The working times for this role, work on a 5 on, 3 off rotas (including weekends) working a mix of 8/10 hour shifts, all shifts will be worked overnight.

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.