



Retail Support Officer

Job Description

Introduction

The Retail Support Officer (RSO) – Will be responsible for offering security support and responding to incidents at East of England Co-operative Society branches within Norfolk, Suffolk, or Essex. The RSO will be expected to develop professional working relationships with Society Colleagues and to act as a deterrent to internal dishonesty and external anti-social behaviour and theft. In addition to investigating incidents, the County RSO will be expected to complete health, wastage, and Colleague checks when high priority tasks have been completed.

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 and voluntary groups involved with preventing crime and anti-social behaviour.

Additional Responsibilities

- 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 reasonable requested by Security Management.
- To ensure full compliance with Health & Safety and Data Protection legislation.
- To complete Health Checks at location to assess compliance of security control measures, reporting non-compliance and faults to the ARC and providing the report to the Audit and Administration Supervisor for tracking.
- To complete Wastage Checks at locations to assess compliance of Retail procedures and providing the report to the Audit and Administration Supervisor for tracking.
- To complete Colleague checks, with a witness, in line with Society procedures to deter internal issues and to provide completed reports to the Security Administrator.
- To complete defibrillator checks as when directed by society Management and/or the ARC.



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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 Retail Support 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.
- 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.

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

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benefits and privileges of employment, please make your recruiter aware, we want to ensure you perform at your best.

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 the following licences to conduct the role accordingly:

- Full Driving License.
- SIA CCTV License.
- Basic Security SIA License.

The working times for this role, work on a 5 on, 2 off rotas (including weekends) working 8-hour shifts - The shift times for this role are mainly 15:00 – 23:00 with 1 week in 5 being 10:00 – 18:00.

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.