

# CONTROLLER

PE3-004

**Job Title:**  
Controller

**Main Purpose of the Job:**

To ensure the smooth & efficient running of the Control Room & the business, in line with BS 7499.

**Main Tasks of Job:**

- To provide expertise, experience & control where necessary to ensure the efficient running of the Organisation.
- Receiving, recording and acting upon all telephone calls received into the Control Room ensuring all details are entered onto the Control Room Daily Occurrence Log and ensuring that those calls are passed on to the relevant person.
- Using the Smart Task App: Ensure all check calls are made within the correct times, escalating any missed calls. When making reverse check calls, they are to be as soon as possible after the alert & must be noted with reasons why in the Smart Task App.
- Ensure the economical & efficient use of Glevum Vehicles & that Mobile Patrol/Keyholding Response Drivers are notified immediately of any alarm response required, recording such event correctly within the Glevum Incident Log
- Controllers will give advice to Officers who are seeking assistance and where necessary make correct entries within the Glevum Incident Log (GSDB). Where a Controller is unable to provide sound advice, through inexperience or lack of knowledge a more senior person must be contacted.
- Carrying out a daily check / update of Mobile Run Sheets, checking through emails & the Control Room Diary to ensure all Customer requirements are met.
- Carrying out a physical check of all customers' keys (Mobile Patrol and Keyholding) held by Glevum Security Ltd, so that over a twenty-eight day period all keys have been checked.
- Ensuring that all-subsiary books, DOL's / Vehicle Logs are issued appropriately, recorded & returned. Any missing books should be reported to the Quality Manager.
- In the case of serious emergency or where dire consequences are anticipated they inform a Manager.
- Maintaining the integrity & security of the Control Centre & also its cleanliness & the cleanliness of its surrounding area (kitchen & Ops Area) & ensuring other users, during the course of their duty, treat them with respect to (clean up behind them, empty bins etc).
- At random times but at least weekly, carry out a physical check of such vehicles to ensure their cleanliness, bringing the result to the attention of the concerned Mobile Officers & recording the fact within a Glevum Incident Log.
- To bring any complaints / queries to a Managers notice as soon as practicable.

The above is not an exhaustive list of duties, as you might imagine, in this challenging role.

**The Jobholder will need to be:**

- Well presented at all times and dressed in the company uniform provided.
- Courteous and tactful with everyone they come into contact with.
- Able to prioritise workload, often having to deal with more than one issue at a time.
- A good communicator both verbal and written (report writing).
- Customer Service focused.
- Able to remain calm in emergency situations.
- Honest, Reliable & Trustworthy (Maintain Data Protection & Confidentiality) & be PC literate.

**Relationships:**

- a. Responsible to: The Glevum Duty Controller.
- b. Responsible for: Mobile Keyholding and Alarm Response.

