



<i>Job Title</i>	<i>Job Ref. No.</i>	<i>Location</i>
Alarm Receiving Centre Manager	R4243	Leeds (Gelder Road)
<i>Grade</i>	<i>Salary</i>	<i>Closing Date</i>
Personal Contract	£36,000 + 10% bonus	10 March 2021

Position

An exciting opportunity has arisen for an enthusiastic person to join our Field Operations Department.

At Northern Powergrid, our vision is to be the best energy company in serving our 3.9 million homes, whilst delivering a sustainable energy solution. As a dedicated Alarm Receiving Centre Manager you will be an integral part of achieving this, while always striving to keep our customers power flowing.

Along with a competitive salary of £36,000 + 10% bonus, we also offer great benefits such as;

- Car ownership Scheme
- Enrolment into our pension scheme with employer contributions of up to 10%.
- 25 days holiday

We're excited to hear from candidates with a passion for the company and a desire to succeed. Apply now and we'll be in touch!

Key Responsibilities

The Alarm Receiving Centre (ARC) Manager will be an individual contributor responsible for the operations of the ARC monitor alarms, CCTV and managing response in accordance with Northern Powergrid policy and relevant legislation and in line with best practices and security industry standards i.e. NSI gold.

The ARC is a new facility and the ARC manager will have a key role in developing working practices and defining a plan for the ARC's future development.

The successful candidate will be responsible for;

- Overseeing the operations of the ARC ensuring it is resourced to enable consistent service delivery excellence to internal and external customers, ensuring all alarm activations are appropriately monitored in line with standard operating procedures;
- Establishing clear measurable key performance indicators and objectives consistent with Northern Powergrid's security strategy;
- Identify and build value added service capabilities designed to improve customer confidence in the ARC;
- Ensuring the service delivered meets or exceeds the business plan, budget and forecasts through full responsibility and accountability for the P&L and effective use of the resources;
- Leading the development of Standard Operating Procedures for the ARC with input and agreement from key stakeholders;
- Ensuring the ARC is embedded in site emergency / crisis management plans through engagement with key stakeholders;
- Developing ARC standard operating procedures in line with security industry standards to enable achievement of National Security Inspectorate (NSI) Gold accreditation for Northern Powergrid;

- Contract managing the third party provider ensuring the appropriate development of the team, that all operators are appropriately licensed and the service is delivered with satisfactory performance from the contractors;
- Ensuring the accurate recording, inputting and maintenance of comprehensive records of business activity is undertaken to ensure compliance with security processes;
- Providing situational awareness of security issues across the network to the relevant operational team, acting as the single point of contact for escalation of issues.

Key Competencies

- **Leading & Supervising**
 - Setting appropriate standards of behaviour
 - Motivating and empowering others
 - Providing staff with development opportunities and coaching
 - Working with people building and leading effective teams.
- **Managing Activity**
 - Deciding & Initiating Action
 - Making prompt decisions which may involve tough choices
 - Taking responsibility for actions, projects and people
- **Analysing**
 - Making rational judgements from the available information and analysis
 - Producing workable solutions to a range of problems
- **Delivering Results & Meeting Customer Expectations**
 - Focusing on customer needs and satisfaction
 - Monitoring and maintaining quality and productivity
 - You take an “investigative” and “can do” approach and attitude to all tasks.

Qualifications & Attributes

Essential Qualifications and Experience

- Experience of managing an accredited ARC, developing operating procedures, mentoring and developing staff, identifying and managing performance issues and developing new ‘internal’ business that adds value to the ARC.
- Hold an SIA Security Guarding or Door Supervisor licence as well as an SIA CCTV Operator licence is essential.
- Computer literate, with the ability to effectively use Microsoft Office, particularly Excel, Word and ARC operating systems.
- You must be able to evidence strong organizational and time management skills.
- You can demonstrate good verbal and written communication skills.
- You must hold a full driving licence.

Desirable Qualifications and Experience

- Experience of the Synetics ARC operating system
- Experience of operating security ‘back office’ systems such as TDSI access control and ADPRO Video central, platinum
- Experience / understanding of lone worker issues / systems.



Additional Information

ALL APPLICATIONS WELCOME

Please visit our careers website to download an application form and return to us quoting reference number R4243. Please note any applications received without the application form will not be progressed.