



**Guardforce**

A UTC Fire & Security Company



[www.guardforce.com.hk](http://www.guardforce.com.hk)

## Assistant Security Manager Ref: CSP-OPS- ASM-ASIS

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### Summary:

Oversee operational performance of the deployed team in two HK island (central) based locations.

Meet and exceed client's and contractual requirements, maximizing customer satisfaction this (attachment) position is responsible and accountable to lead and supervise the outsourced security team, assign and monitor the team daily duties and actions, conduct relevant training, including topics such as security awareness, fire safety. The position is the conduit to disseminate information from the client's security & crisis team to the operational front line staff. Ensure rosters and deployment upholds the safety and security to ensure the properties, people and IP of the client is protected. Assist in the development and the strict implementation all Policies & Procedures including outsourced services (i.e.. document shredding) are conducted according to the policy.

### Key Responsibilities

- Conduct manpower planning and deployment for daily and adhoc operational activities
- Supervise shift Operation Officers (OO's)- to ensure they are delivering excellent service to both internal & external customers
- Ensure all staff members are knowledgeable and adequately trained to perform at a high servicing standard to meet the clients' and contractual obligations, requirements and the Company's expectation

### Key Tasks

- Assist clients Management to control operational costs and expenses to ensure both are within the budget
- Closely monitor day-to-day manpower planning to ensure that both number and capability of manpower are perfectly matched with business and contracts' requirements
- Attend clients' meetings to ensure follow up actions and areas for improvement are completed as per the actionable items and timelines.
- Recommend to clients alternative operational deployment methods for improving the security operation
- Give suggestions related to security & safety matters on special events
- Deal with complaints, accidents, incidents and irregularities in a tactfully and impartially manner.
- Define the training needs of security personnel, in cooperation with clients, OO's, CSO's and SPD management
- Ensure all UTC initiatives (e.g. ACE, BP & EH&S) are duly implemented at every site according to Company's requirements
- Developed and enhance PSO's in accordance with the contract, Guardforce SOP's, customers expectations, requirements, and industry best practice.
- Periodically review and revise the PSOs and Guardforce SOPs with the clients.
- Continuously communicate with Operational Management, Shift In-charge, field supervisors
- Perform any other legal duties that are assigned by superior(s), client and Company
- Ensure the team maintains a high degree of motivation, team spirit & morale, alertness, impeccable turn out, customer service standards, operational knowledge and diligence when conducting their duty.
- Conduct regular staff appraisals and feedback sessions.
- Develop talent from within the team.

### Qualification & other talent requirements

- Form 7 Matriculation or above
- Professional security management and / or business administration qualification
- 10 years' experience of security management /facilities management / customer services / hospitality industry
- Over 5 years of which should be in managerial level
- Holder of valid Security Personnel Permit
- Good command of spoken and written Chinese and English
- Can work under pressure and work independently
- Demonstrate knowledge of first aid, fire fighting and computer skills
- Strong security sense, with good management, motivation, communication and customer service skills, capable of dealing with clients

Interested parties, please send your application together with a full resume (stating present and expected salary) to

By mail **The Human Resources Manager, Guardforce Limited, 1/F Guardforce Centre, 3 Hok Yuen Street East, Hung Hom, Kowloon** (Job Application please state "Ref code")

By email **hrd@chubb.com.hk**

By fax **2764 3098**

(Data collected will be used for recruitment purpose only.)

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