Job Description

Position Title	Senior Supervisor Control Room (SSCR)
Job Grade	M2
Department	Safety & Control Room (SCR)
Reporting To	Manager Safety & Control Room (MSCR)
Date	February 2016
Type of Position	Full Time

POSITION DESCRIPTION

The Senior Supervisor Control Room (SSCR) will be an in -charge of Control Room Officers deployed each in to morning, evening and night shift. The candidate will be mainly accountable to look after control room, fire & safety functions, and duty operations matters and also maintain a very vigilant CCTV monitoring of the campus by control room (CR). Candidate will also work closely with the security team, campus security officers for day to day coordination on campus security observations and safety related matters.

DUTIES AND RESPONSIBILITIES

- ✓ To present a daily equipment status report to (MSCR) comprising malfunction complaints with remedial actions.
- ✓ Managed all CCTV / Access Control security equipment servicing, troubleshooting complaints through department in-house resources including preventative maintenance plan.
- ✓ The core and primary job objective of (SSCR) is to ensure that the deployed team must stood vigorous vigilant at all times doing CCTV monitoring with a proactive intension to capture any abnormal activity, anti-security and safety element.
- ✓ To ensure that log book in (SCR) being maintained with all relevant information against an observation for (MSCR) review, analysis on daily basis.
- ✓ Maintain a strong observations and vigilance network by conducting a daily inspection visit of the campus against security and safety prospective, with circulation of daily checklist report to (MSCR).
- ✓ Act as an emergency response officer and being responsible for a prompt survey with immediate coordination with relevant core team stakeholders for handling and taking mitigation actions upon occurrence of any safety and security related issue.
- ✓ Conducting regular counselling, briefing with on job training of the control room officers to increase their monitoring and vigilance skills with identification of any working deficiencies in line with timely support for rectification of the gaps before it impact to hazard.
- ✓ Assist (MSCR) on compliance to achieve the required level of work excellence by implementing best security and safety standards at the campus according to the department SOP's.
- ✓ Assist (MSCR) in department office administration matters, preparation of duty and shift roasters, maintain MIS details and support against CCTV investigations and enquiries etc.
- ✓ Assist (MSCR) in conduction of safety and security equipment demonstration, training & rehearsal and emergency drills etc.
- ✓ Maintained strict confidentiality on observations monitored in control room and ensure no unauthorized access is granted at control room and follow compliance of visitor entry duly maintained and being reviewed daily.
- ✓ Responsible to ensure that all alarms signals which has been received at the fire alarm control panel must be through inspected physically by a (CR) representative an appropriate action is being conducted accordingly.
- ✓ To maintain liaison with the campus security officer for dissemination of security and safety related observation for their action according on matters pertaining to students and faculty offices.
- ✓ Act as a custodian for activation and deactivation of all the intruder alarm system after conducting through security clearance.

REQUIRED JOB SPECIFICATIONS	
Required Qualification	Graduation
Required Experience	Hold minimum five years of relevant experience on a supervisory position in CCTV field / Fire & Safety handling with technical knowledge and skills, Control Room Operations & Physical Security Handling.

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)		
S#	*Competency*	*Criticality (High / Low / Medium)*
1.	Communication skills	Medium
2.	Computer skills	Medium
3.	Public Dealing	High
4.	Investigation / Observations & Detection Skills	High
5.	Technical Knowledge & Skills	High
6.	Responsibility & Punctuality	High