

# JOB VACANCY

## HEAD OF OPERATIONS



### **PENDRAX SECURITY (SL) LTD.**

A leading indigenous security company established in 2004 with a guard force strength of over a thousand personnel serving International, Multilateral and Local clients. Some of which includes The United Nations World Food Programme, GOAL, Ecobank Sierra Leone, Orange Sierra Leone etc. We provide security services tailored specifically to the needs of our individual clients.

### **DUTIES AND RESPONSIBILITIES**

This is a full-time role with normal working hours, however the operations runs 24hrs daily hence you're expected to structure your department same. Due to the nature of the role availability for emergencies outside of normal working hours is paramount.

Your responsibilities would include but not limited to:

- Managing your area of responsibility, including providing support, absence management, discipline and grievance, and recruitment activities.
- Effectively setting out goals and objectives for your team, including those for supervisory roles that may fall under your reporting line and structure.
- Ensuring all aspects of the required security services are being delivered to the customers' satisfaction and in accordance with the contract.
- Ensuring there are sufficient trained and vetted staff working at all times to meet customer and contract requirements.
- Developing professional Client relationships, responding appropriately to Clients requests and concerns.
- Completing effective health & safety assessments, ensuring accurate and timely reporting of any incidents, involvement in subsequent investigations.
- Completing risk assessments and site evaluations as well as completing monthly performance reports.
- Keep up to date with developments in security standards, technology and working methods, ensuring they are fully investigated and adopted where appropriate to ensure that services remain economically efficient, customer focused and fit for purpose.

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

- Advanced knowledge and understanding of concepts, principles, methods and techniques within the areas of physical security.
- Advanced verbal and written communication skills and the ability to work with a wide range of constituencies.
- Skill in examining and re-engineering operations and procedures, developing, implementing new strategies and procedures.
- Ability to foster a cooperative work environment within a complex organizational structure.
- Strategic planning skills.
- Ability to provide technical guidance and leadership to staff and clientele in the field
- Knowledge of organizational structure, workflow, and operating procedures.

### **SKILL IN ORGANIZING RESOURCES AND ESTABLISHING PRIORITIES**

- Bachelor's degree/equivalent with at least 5 years of experience directly related to the duties and responsibilities specified.
- Ex. Forces ranked officer with relevant experience.
- Higher education and/or experience that is directly related to the duties and responsibilities specified.
- A checkable personal history including periods of education, employment, travel and unemployment.
- Ability to successfully manage a Team.
- Excellent client service skills.

### **SALARY: VERY ATTRACTIVE**

#### **Entitlement:**

- Paid Annual Leave
- Vehicle for Operational activities
- Communication and other allowances
- Assigned Security staff

**Send CV to [officemanager@pendraxsecurity.com](mailto:officemanager@pendraxsecurity.com)  
\*\*CLOSING DATE IS ON THE 10TH OF MARCH 2023\*\***