

Job details	
Job title: Security Supervisor	Line Manager title: Administration Manager
Grade:	Direct reports: None (functional oversight over outsourced guards)
Department: Administration	Location: Eldoret
Job summary	
To oversee, coordinate, and monitor outsourced security services to ensure the safety and protection of Company employees, assets, and premises. The role supervises daily activities of contract security personnel, ensuring compliance with site-specific procedures, legal requirements, and company security standards. The position serves as the liaison between the Company and the contracted security firm, ensuring quality service delivery, risk mitigation, and prompt response to incidents, while maintaining a secure and orderly working environment across all facilities.	
Roles and responsibilities	
1. Security Operations & Supervision - Oversee the deployment and performance of outsourced security guards across all entry points, factory zones, and residential or storage facilities. - Prepare and monitor duty rosters, shift rotations, and attendance records for contracted guards to ensure full coverage. - Conduct regular patrols and spot checks to verify alertness, compliance, and discipline of security personnel. - Enforce access control procedures, ensuring only authorised personnel, vehicles, and visitors enter Company premises. - Supervise adherence to security post orders, emergency procedures, and company rules.	
2. Incident Management & Reporting - Respond promptly to security incidents, alarms, and emergencies, coordinating with internal teams and external responders. - Conduct preliminary investigations into thefts, accidents, or security breaches and document findings accurately. - Prepare incident reports, daily occurrence books (OB), and weekly summaries for submission to the Administration Manager. - Maintain detailed and secure records of all security events and ensure follow-up actions are implemented.	
3. Risk Assessment & Compliance - Conduct regular risk assessments and security audits to identify vulnerabilities in premises, systems, or guard deployment. - Recommend preventive measures to mitigate identified risks and strengthen overall site security. - Ensure compliance with relevant statutory, contractual, and insurance requirements related to site security. - Support enforcement of Company policies, safety regulations, and disciplinary actions for non-compliance.	
4. Coordination with Service Providers & Stakeholders - Serve as the primary liaison between the Company and the outsourced security service provider. - Participate in performance review meetings with the security firm to address service gaps and improvement plans. - Ensure contracted guards receive site orientation, safety briefings, and training on company security procedures. - Collaborate with Administration, HR, and HSE teams to ensure security measures support overall operational safety. - Coordinate with local law enforcement, emergency responders, and other authorities where required.	

5. Surveillance, Equipment & Systems Monitoring

- Oversee functionality and maintenance of CCTV, alarms, radios, and access control systems.
- Conduct routine inspections of security equipment and ensure timely reporting of faults for rectification.
- Maintain key registers, visitor logs, and vehicle movement records in line with company protocols.
- Monitor lighting, fencing, and signage around the facility to ensure visibility and deterrence.

6. Training, Awareness & Continuous Improvement

- Conduct security briefings and awareness sessions for employees on theft prevention, emergency response, and vigilance.
- Evaluate guard performance and recommend retraining or disciplinary action to the service provider when necessary.
- Promote continuous improvement in guard procedures, response time, and customer service.
- Participate in security drills, HSE campaigns, and business continuity planning activities.

Academic and professional qualifications + Work experience

- Diploma or Degree in Security Management, Criminology, Police Studies, or related field.
- Minimum of 5 years' experience in security operations, at least 2 in a supervisory capacity, preferably in a manufacturing or industrial setting.
- Proven experience managing outsourced security contracts.
- Certificate in Fire Safety, First Aid, or Occupational Health & Safety is an added advantage.
- Knowledge of Kenyan security laws and emergency response procedures.
- KCSE Certificate (O-Level) or equivalent education.

Technical skills and behavioural competencies

- Security Operations Management - Strong ability to coordinate multi-site outsourced guard deployments.
- Incident Investigation - Skilled in conducting investigations, documenting findings, and implementing preventive measures.
- Risk Awareness & Assessment - Proactive in identifying vulnerabilities and recommending controls.
- Surveillance & Technology Use - Working knowledge of CCTV, alarms, radios, and access-control systems.
- People Leadership - Demonstrates firm but fair supervision, discipline enforcement, and team motivation.
- Safety & Compliance - Committed to enforcing safety standards, emergency preparedness, and legal compliance.
- Problem Solving - Analytical approach to resolving incidents, security lapses, or operational issues.
- Communication - Maintains clear, timely, and professional communication with staff, management, and service providers.
- Integrity & Confidentiality - Handles sensitive information discreetly and upholds ethical conduct.
- Composure & Decision-Making - Remains calm and decisive in emergency or high-pressure situations.
- Customer Orientation - Provides responsive, courteous support to employees and visitors.
- Adaptability - Adjusts effectively to changing operational priorities or incident demands.

Sign off

Job holder name:	Signature: _____	Date: _____
Line Manager name:	Signature: _____	Date: _____
Counter-signing Quality Assuror (CQA) name:	Signature: _____	Date: _____