



JOB OPENINGS

About Us

We're reinventing private integrated security at Bedrock Holdings Ltd. and are looking for the best talent to help us build and scale our product offering. We aspire to create a step-change in the industry and we want you to be a part of the journey!

We are a leading security provider for technology-driven security solutions across Kenya. Founded and headquartered in Kenya in 2002, we have grown in stature with a presence in the major cities and towns in the country. Having started as a family business, the company is built on strong family values demonstrated by the team of experts and professionals who will do whatever it takes for all stakeholders interacting with the Bedrock brand. We specialise in technology advanced security solutions, tailored to suit varying needs across all sectors. Our competitive solutions include screening equipment, detection and response systems, access control, and perimeter security. We also offer patrol and sniffer dogs, manned guarding services, emergency response services and site surveys and audits.

We are innovative problem-solvers on this adventure together. Working at Bedrock means that you'll be surrounded by colleagues who are constantly pushing boundaries, thinking ahead, and meeting the high standards we set for ourselves. When we build, we do so in a client-led way: we value our customer experience and scalability, and we prioritize how we build our products and services accordingly.

Our Purpose

At Bedrock our Vision is to be the private security services provider of choice in Kenya and Eastern Africa, and we have partnered with renowned suppliers of security equipment, guaranteeing quality and efficiency of our wide range of products as we look to disrupt and reinvent private security and empower our clients.

What success looks like in these roles:

These are opportunities to make a significant impact in a fast-growing e-tech security solutions company.

Our manned guarding security officers are the 'force' that enables us to achieve our aim. It is essential that our environment attracts and retains exceptional officers.

We seek to fill the below positions which will overall be responsible for cultivating an environment that sets our field security officers up for success, generating an outstanding client experience, and structuring systems that enable a fast-growing organization to consistently scale excellent performance.

1) Control Room Operator

What You'll Do:

General: coordinating prompt response to alarm activations and perform Control Room daily operations with high integrity and efficiency.

- † Receive alarm activations on the software system and identify the type/ cause of the alarm activation or via phone call/SMS from any provided relevant sources.
- † Dispatch the nearest back up Emergency Response Team (E.R.T.) depending on traffic/ availability/ response from E.R.T. commander via VHF radio giving the client's location details and activating zones.
- † Keep proper records of alarm activations received on the software Systems with the details of action taken and update the relevant documentation.
- † Contact the client via phone call and/or text message (where applicable) and notify him/her of the alarm activation and dispatch of E.R.T. backup. Ensure testing of panic alarm buttons by the E.R.T. to confirm location/ arrival times to the controller in the Control Room (C.R.) after attending to an activation.

- † Sending out communication promptly of an incident via text to all senior management and ensure the same is recorded on the control room occurrence book.
- † Analyse the alarm activations to identify recurring false alarms and communicate to the technical team on email; including any feedback (compliment/ complaint) received during interaction with the client.
- † Maintain proper records of the changes of the transmitters & client's details and new installations as provided by the technician on site.
- † Conduct periodic equipment inspections and routine tests in order to ensure that operations standards are met.
- † Monitor arming & disarming of alarms at specified client premises per shift.
- † Communicate with the transport department and send reports of any defects and fuel status of the entire fleet during each shift.
- † Update all monthly reports and share with the head of the department on monthly basis as per the deadlines issued.
- † Maintain an up-to-date register of all clients and their contacts.
- † Conduct random logical supervision for all outlying assignments and record the status in the occurrence books.
- † Generate and share with the clients a factual security status update report on a monthly basis.

Qualifications:

- Degree in Criminology or security – related studies.
- Certificate in IT/Computer Studies Certificate
- Computer Literacy and Proficiency
- At least 3 years relevant experience.
- Completion of a formal Control Room Operators Course in addition to the above requirements will be a distinct advantage

2) Duty Officer

What You'll Do:

- † Ensure all assignments are fully covered during the assigned shift.
- † Carry out proper deployment of guards at all times.
- † Oversee the supervisors and ensure that they professionally undertake their duties.
- † Report cases of poor turn-out of the guard force and ensure the guards' kitting is presentable.
- † Ensure timely issuing of client invoices on a monthly basis.
- † Undertake consistent collection of service payments as per the company credit policy.
- † In liaison with the in charges and supervisors, ensure the checking lists are properly signed by actual guards on the ground, and that the muster roll is accurately marked and updated on a daily basis.
- † Ensure all new assignments are surveyed prior to deployment.
- † Undertake client liaison; visit clients for purposes of getting feedback for continued service delivery and business relations.
- † Handling disciplinary cases and referring them further where necessary.
- † Ensure all assignments instructions given by the client are made known to the guards. Where no instructions are available, follow up with the client for the same.
- † Carry out spot checks to ensure consistency in implementing the assignment instructions and standard operating procedures.
- † Inducting supervisors and guards & ensuring they understand & adhere to the standard operating procedures.
- † Ensuring that before any deployment is done, all documentation is done & duly signed by the client.
- † Check & ensure that assignment instructions & standard operating procedures are followed after deployments.
- † Supervising the supervisors & guards & handling any arising issues from them.
- † Attending to client concerns and referring them further to the relevant officers if necessary.
- † Coordinating dog deployments & patrols in the various assignments.
- † In liaison with the Operations Assistant, coordinating supervisors' & guards' offs, leaves and movements.

Qualifications:

- Degree or Diploma in Criminology or security – related studies.
- Computer Literacy and Proficiency
- At least 4 years relevant experience.

3) Operations Assistant**What You'll Do:**

- † You will ensure that there are dedicated guards and supervisors/in – charges with instructions to check on all our assignments.
- † Coordinate the timely preparation of accurate and duly verified labour budgets generated from accurate checklists and updated muster rolls, and timely verification and confirmation of the project payrolls in liaison with relevant stakeholders.
- † Prospect for clients and share the prospectus list on a monthly basis.
- † Ensure timely issuing of client invoices on a monthly basis and service payments are collected as per our credit policy.
- † Conduct pre and post–deployment assessment of all prospective and acquired assignments respectively and provide all the relevant information regarding the assignments.
- † Undertake consistent weekly spot checking of assignments and file relevant reports with the operations manager.
- † You will ensure that there is an up to date leave forecast for the year. The same should be updated should there be any changes.
- † You will ensure that any new clients or TWOs have signed TWO documents forwarded to the head office, operations head, and finance departments for further action.
- † You will authenticate all Termination Notices from guarding clients and escalate these to the Finance Department.
- † You will scan through and endorse assignment instructions in close liaison with the client and the OM. In this capacity, you will ensure that assignment instructions contain details of the duties and responsibilities of security officers. These should include penalties for deficient performances.
- † You will ensure hard copies are made available at strategic points at the assignment and hard copies filed in the clients' files.
- † You will ensure that the assignments are optimal and rational at all times with the provision for off duty, annual leave relievers and reasonable stand–by personnel.
- † You will develop, implement, and maintain a spot checks plan for all assignments.
- † You will visit the clients on a monthly basis, as well as attend all parades and make a report to the OM with the same incorporated in your meetings. Matters arising from the said visits should be escalated to relevant officers.
- † You will ensure that you personally attend to serious incidences and client complaints raised within 24 hours.
- † You will maintain contacts and liaison with local authorities and uniformed services as required.
- † Carry out the assignment quarterly security risk analysis and document the operational security framework, management, reporting, mitigation, and monitoring.
- † Discipline – you will ensure that the highest discipline and conduct is sustained in the assignments by example. This includes prompt, impartial and firm disciplinary action is taken against any breach to the company code of conduct. All officers must know the consequences of deficient performance.
- † Deployment – you will ensure that deployment of resources in the assignments is rational, cost effective and has the end state of employee wellness and optimal revenue generation.
- † You will ensure that all scenes of incidents are visited, investigated and actions taken. You will submit the factual reports' findings to the operations head as necessary.
- † Maintain and enhance professional and cordial relations between personnel under you.
- † In liaison with the Operations and Human Resource departments, ensure optimal human resource planning.
- † Coordinate the scheduling of periodic joint security meetings with the relevant officers from BHL and our key assignments.
- † Assist in ensuring effective management of operational resources which include operations personnel, transport, kitting/uniforms, motor vehicles or motorcycle and supervision & deployment costs.

Qualifications:

- Degree or Diploma in Criminology or security – related studies.
- Computer Literacy and Proficiency
- At least 4 years relevant experience

What Skills You'll Need:

- You are energized by people and wake up excited to help people succeed and thrive
- You possess a perpetual interest and proven track record in helping organizations to improve their performance.
- We are looking for someone with full-spectrum people operations experience
- We realize no one person is likely to embody all of the below characteristics, but we expect many of them to align with your current abilities, and we expect 4+ years proven success in a similar role
- A passion for people management and leading a team.

How we hope your current colleagues describe you:

- A critical thinker and excellent communicator
- Not much escapes your attention, including the fine print
- You communicate proactively and productively in both oral and written exchanges
- Collaborative. You have the ability to partner with all levels of the organization and work through others to drive impact and achieve results
- People are eager to work with you and you can lead or consult as the situation demands. You share feedback with and seek feedback from others constructively
- Responsible for your results. You strive for excellence in yourself and the people around you
- You keep an eye on the fundamental goal of a project and use your judgment and discretion to prioritize your work effectively
- We don't expect perfection, but when you make mistakes, you embrace them as a means to spark improvement and growth
- Industrious, creative, and good humored. You are resilient and adaptable
- You enjoy and are adept at implementing scalable solutions to critical challenges—find a way or make a way—and are not afraid to challenge the status quo
- You bring a positive attitude to the table
- Leadership by example. Able to motivate, inspire and create an inclusive and positive work environment for all
- Strong management skills: You are comfortable and familiar managing a large team of diverse backgrounds and you are able to organize the team and rally them to key milestones

If you think your CV and personality meet the above criteria, please be in touch! We would love to meet you and explore the roles with you.

What We Offer:

- Getting invaluable experience by joining our team
- Proud to be a company that promotes Diversity & Inclusion
- Ability to rest up with annual leave days
- Biannual performance review
- Development opportunities in a rapidly growing company
- Supporting our colleagues to build and grow themselves through Learning & Development initiatives