

v. Operations Manager (Security)

QF Level	Job Title	Operations Manager (Security)
5	Job Descriptions	Planning and management of the teams in performing security works, improving the service level of the team continuously, planning the improvement of security system/facilities and safety management, formulating and planning human resource management, staff training and assessment management, planning customer service management, formulating and reviewing emergency response measures, developing and formulating the standards and guidelines on occupational health and safety, formulating and maintaining a proper system and effective measures on the safety of the environment, formulating crisis and risk management measures, formulating financial budget for security, planning overall procurement and tendering matters, etc.

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	Formulate and plan the security operations and improvement on risk and safety management	110413L5	6
	Crisis & Emergency Handling	Formulate and evaluate the crisis management and emergency handling measures	110419L5	6

	Safe Environment	Formulate and maintain a sound system and effective measures on the safety of the environment	110425L5	6
	Control on Private Road & Carpark	Plan as a whole on private road and carpark control, and improvement	110441L5	3
FM	Property Management Services for Owners, Tenants & the Community			
	Customer Services & Community Relations	Manage customer services, media and community relations	110513L4	3
	Facility Management relating to a Property			
	Carpark & Loading Areas	Plan as a whole the control measures of a carpark and a loading area	110537L5	3
	Management of Space & Venues	Manage the space and venues	110542L5	3
LW	Law in Practice relating to a Property			
	Contractual Arrangement	Write service contract and determine the contract terms, and manage the execution of contract	110557L5	6
	Legal Services & Practices	Well-understand and apply industry related ordinances in property management services	110561L4	6
HR	Human Resources Management relating to a Property			

	Human Resources Planning, Recruitment and Training	Manage the manpower, training and performance appraisal within the property managed	110589L4	6
	Teamwork & Leadership	Lead the teams in the provision of quality services	110596L4	3
	Occupational Health & Safety	Manage risk assessment, occupational health and safety	110602L4	3
			Total Credit:	54