Frequently Asked Questions

1. What is it like to work at Ward Security?

It's great! But don't take my word for it, apply online and start your journey with us.

With family values at the heart of who we are and great benefits such as Perkbox GOLD membership, Salary Sacrifice Pension Scheme, Uniform, SIA License Savings Scheme, 24/7 Employee Assistance Programme, Life Assurance, Employee Recognition STAR Awards, as well as flexible working approaches, Living Wage Foundation commitment to drive pay rates in the industry, coupled with investment in training for all employees.

For those who want a great career with us, we offer opportunities for training and to develop yourself through our Leadership Development Programme, Apprenticeship opportunities, e.learning courses, Success Profiles and annual appraisals, and training to develop your skills to enable you to deliver the best service you can.

2. I have seen a job I would think I would be a great match for, how do I apply?

Just click the "Apply" button contained in the job advert and this will redirect you to start your online application form with us.

3. Do I have to apply online?

The online application form enables you to complete all aspects of your personal details, career history, license details (where applicable), your CV and your proof of ID documents. By completing our online application form, if you are successful through our selection processes, this will speed up the vetting and on-boarding processes, which means you will be able to work for Ward Security.

If you are not able to apply online, you may send your CV to the HR department @ HRQueries@ward-security.co.uk, however, to progress for vetting purposes we would need an online application form completed to move you into vetting.

4. How will I know how my application is progressing?

As soon as you commence the first page of the online application form, our system will allocate you a Unique Reference Number (URN). You will receive an automated email with your URN and a link to your application form. This URN is how you will be able to log-in and continue or upload documents onto your application form.

If you do call the HR department to request any help or support on your application, you will need to quote your name and URN.

5. How will I know if my application has been successful?

Our recruitment and operations teams will review your application and will place your application into a status (for example, invite for interview, not suitable for current role). Once the status has been updated, our system will automatically send you an email to inform you of the progress of your application, so please do check you in-box.

If you are invited to attend an interview, a member of the team will call you to check your availability and follow this up on email to you.

6. How long will it take to hear if my application is being considered?

We aim to let you know as soon as we can once your application has been reviewed. If you haven't heard from us within 2 weeks, and if your application is not successful, you will receive an email to notify you of this.

7. If I am not successful for this job vacancy, will I be considered for other vacancies?

We will review your application and where we can, place you in our talent pool, to match you for other or future vacancies. However we would recommend you visit our careers page regularly to see what new vacancies there are, and apply for those based on the vacancy reference number.

You can apply for as many vacancies as you wish.

8. Are there any checks which need to be conducted prior to joining Ward Security?

Yes, as we are an ACS accredited company (Approved Contractor Scheme), we have to stand head and shoulders above the 'norm' and ensure all our employees are vetted to British Standard 7858. This entails proof of ID, 3-5 year career history and character and employer references. Our vetting partners conduct these checks for us and once vetted, which ordinarily takes 1-5 days at provisional stage, you are then ready to start work for us.

All right to work checks are undertaken as part of the interview or new starter process.

9. **I am not applying for a frontline role, do I need to be vetted?**

Yes, we vet all employees to ensure we can retain our ACS accreditation.

10. **What if my SIA License is expiring, can I still apply?**

Yes, as long as you can evidence you have applied, and prior to a successful outcome, you have an active SIA license to commence work with us.

11. **I don't have an SIA License but I want to join Ward Security and start a career in Security, can I still apply?**

Yes, we are always keen to support applicants to gain their SIA License, and we will be, in the near future, offering training to enable applicants to acquire an SIA License, which is also a route into our employment. So we would be happy to sponsor you to gain your SIA License and join us.

We also offer an SIA License savings scheme, which can help with the initial cost of gaining an SIA License (current cost is £220). This would form part of your employment journey into us.

12. **If I know someone who works at Ward Security will it help my application?**

We would hope, if any of our employees, have encouraged or referred you to apply to come and work for us, they would do so knowing you would be a great fit for our culture.

Your application is judged on having the right skills and experience for the vacancy you have applied for, and this is what your application will be selected on.

However, if you are successful, and a current employee has referred you, once you have completed your six months probationary period, your friend, colleague, family member who referred you, would be entitled to receive £100 for the referral! So be sure to let your interviewer know this so we can reward the referral.

13. **How should I prepare for an interview?**

Ok, so we want to see if you have the right skills and experience, however, we also look for emphasis on having the people who are customer-focused and can reflect our high standards to represent us.

A few tips we would offer would be:

- ✓ Ensure you read the job advert to have a full understanding of the role, shift pattern and location.

- ✓ Dress to impress! You could be the face of Ward Security so we would look for a smart and professional appearance.

- ✓ Be on time. Find out where your interview will be held. Check the route and public transport links to ensure you can arrive on time.

- ✓ Prepare, prepare, prepare. You will be asked questions about your skills, knowledge and experience, so think of examples of how and when you have excelled in your career, relevant to the job role.

- ✓ Use the STAR interview technique to help you answer questions through an interview. Think STAR:

    - ❖ S – What was the situation?
    - ❖ T – what was your role in the task?
    - ❖ A – what actions did you take?
    - ❖ R – what was the end result?

- ✓ Be yourself! We want to learn about you and assess if you would be the right fit for us.

- ✓ Ask questions. You also need to ensure we are the right company for you. We see the recruitment process very much as a two-way partnership.

- ✓ Smile….we know you are nervous, but take a few deep breaths, relax, smile and give it your best shot.

14. Are there any tests to take as part of the interview process?

Dependent on the role, for all frontline applicants, there will be a basic numeracy and literacy test, coupled with a colour-blindness test.

For Head Office or Management vacancies, there may be supplementary selection methods such as:

➢ Presentation
➢ Psychometric or team/individual profiling
➢ Group Discussion
➢ In-Tray Exercise/Academic skills exercise

15. Where can I find out more about Ward Security?

Have a look at our webpage, which is easily navigable if you are on our Careers page. In addition, we have our own page on Facebook, we have connections on LinkedIn and we are on twitter @WardSecurity

16. What can I expect if I join Ward Security?

A full company induction, e.learning modules, full training and support, security based videos, a staff handbook, welfare meetings to ensure you are settling in, a six month probationary period to enable you to fully integrate and access to our app which holds details on everything you will need to know about how we work at Ward Security.