

JOB DESCRIPTION

- Job Title:** Duty Manager
- Department:** Security
- Reporting to:** Group Security Manager
- Primary Purpose:** To assist the Group Security Manager in the running of the security department across the Group ensuring that security procedures are followed whilst maintaining the highest level of customer service at all times.
- Status:** Permanent – 40 hours / week.
Flexibility is required as the role **will** involve a variety of working patterns including days, week-ends, evenings and occasional overnights depending on the needs of the business.

Duties and Responsibilities

- Responsible for the emergency evacuation of clients, staff and visitors from the building liaising with emergency services as required.
- Responsible for Group security including build-ups and breakdowns of events, locking up and alarming of the building at the end of shift and reporting of security issues as appropriate and as per company procedure.
- Responsible for the general Health & Safety of visitors to the centre including
 - Keeping fire exits/routes clear
 - Ensuring aisles are not blocked
 - Ensuring no standing on seats
 - Stewarding of the public including crowd control
 - Traffic Management
 - Ensuring safety stewards / security officers carry out their H&S duties as directed
- Meeting and greeting of guests and visitors to the Centre, handling customer complaints effectively and courteously ensuring reports are completed.
- Responsible for dealing with first aid incidents ensuring reports are completed as appropriate.
- Cash handling – including the issuing of monetary floats and tills as required and cashing up of tills and securing monies into the safe.
- Carrying out pre-event briefings, tool box talks and uniform checks to all security staff and dealing with the general day-to-day running of events as required.

- Assisting with the general running of departments as required (including reception) and the control of utilities
- Supervision of security personnel including training and mentoring of fire stewards and unlicensed security staff
- Upholding of licensing laws and ensuring assessment of risks at the TIC, Holiday Inn, International Centre and Grays Hotel ie alcohol and drug abuse, violence, etc
- Together with the Group Security Manager, review departmental policies and procedures and recommend improvements / changes as necessary
- To act in accordance with all Health & Safety and Hygiene regulations and to adhere to company's Health & Safety Policy.
- To arrive at work at the correct time and in smart dress ensuring it is in immaculate condition
- To attend meetings as and when required.
- To behave in a friendly and hospitable manner to all guests, customers and staff.
- To comply with and act in accordance with all Company Fire Regulations and to adhere to the companies fire policy.
- To be aware of and adhere to company rules, liquor licensing laws, weights and measures policy and COSHH
- To be aware of customer needs to eliminate complaints.

This job description is not exhaustive and duties and responsibilities will vary from time to time. The post holder may be required from time to time to carry out tasks requested by the management.

Person specification:

- Previous experience within a similar industry
- Previous supervisory experience preferably within a security department
- SIA license holder compulsory
- Full first aid certificate whilst not compulsory is desirable
- Personal license holder desirable
- High levels of customer service experience with the ability to communicate with people at all levels courteously
- Ability to remain calm under pressure and deal with an emergency situation as necessary
- Basic IT skills with the ability to use email and Microsoft office programmes ie word and basic excel advantageous