

Operations and FM

**Security Officer**

**REPORTS TO: Security Supervisor**

**DIRECT REPORTS: NA**

**JOB PURPOSE**

To contribute to the safety and security of The ACC Liverpool Group premises, staff, guests, and visitors.

To provide all visitors to The ACC Liverpool Group with a warm and friendly welcome, ensuring that a high level of customer service is always provided.

**MAIN DUTIES AND RESPONSIBILITIES**

* Understand and actively contribute to the delivery of The ACC Liverpool Groups Security Strategy and Venue Risk Assessment to ensure requirements are met.
* Maintain the security control room, systems and its access to ensure compliance with The ACC Liverpool Groups CCTV Policy.
* Maintain access to ACC Liverpool premises and restricting access to ensure there are no unauthorised personnel.
* Maintain a detailed understanding of The ACC Liverpool Groups visitor management system and support procedures to ensure they are adhered to.
* Conduct person, property, and vehicle searches to meet The ACC Liverpool Groups policies and procedures, or as requested by Operations management.
* Provide a high visibility presence in around the ACC Liverpool Groups premises, to reassure guests and visitors and act as deterrent any hostile activity.
* Maintain the integrity, accuracy and confidentiality of all information gained to ensure it is secure at all times by strict compliance with The ACC Liverpool Groups CCTV policy.
* Act as first respondent to any security, first aid or emergency situation that arises on The ACC Liverpool Group premises.
* Record any incidents on ACC Liverpool Groups premises and the surrounding areas and escalate to security management or emergency services where appropriate.
* To complete a scheduled PPM programme on certain safety systems across the campus which includes regular fire alarm testing, evac chair, disabled alarms to name a few.
* Communicate and liaise effectively both verbally and in writing with all visitors to The ACC Liverpool Group to ensure excellent standards of customer service.

**GENERAL**

* To contribute to the success of our One Team culture to deliver our aims and objectives, maintaining a flexible and positive attitude.
* To adhere to The ACC Liverpool Group’s Health and Safety policies and procedures and to observe a duty of care to all visitors, staff and contractors to ACC Liverpool.
* To undertake any other duty commensurate with this post as determined by your manager.
* This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.
* It is inevitable over time that the emphasis of this job will change, therefore this information will be periodically reviewed, revised and updated involving the post holder.

**ROLE PROFILE**

|  |  |  |  |
| --- | --- | --- | --- |
| **ATTRIBUTES** | **DESCRIPTION** | **ESSENTIAL/ DESIRABLE** | **HOW MEASURED** |
| **TRAINING &**  **QUALIFICATIONS** | SIA Door Supervisors licence - Essential  SIA CCTV operator’s licence - Desirable |  | I A |
| **EXPERIENCE** | Demonstrable experience of crowd management - Desirable  Demonstrable experience of queue management - Desirable  Significant experience of control room operations – Essential  Demonstrable experience of working in a security role in the events industry - Desirable |  | I A |
| **SKILLS & KNOWLEDGE** | Basic customer service skills - Essential  Awareness of evacuation procedures - Essential  Basic IT skills – Essential  Basic knowledge of Action Counter Terrorism (ACT) guidance - Desirable |  | I A |
| **KEY ATTRIBUTES** | Pragmatic, resilience, influencing, confidence, conflict resolution - Essential |  | I A |

**Key for How Measured:**

**I** - Interview **P** - Presentation **A** - Application **E** - Exercise **T** - Test **AC** - Assessment Centre **CS** - Case Study

Signed by Employee:

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed by Line Manager **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_