

The **acc** Liverpool Group

THE ACC LIVERPOOL GROUP

Job Description & Role Profile



Operations and FM

Head of Security

REPORTS TO: Director of Operations and Venue Management

DIRECT REPORTS: Security and Incident Manager and Event Security and Stewarding Managers

JOB PURPOSE

To own and continually develop the Security Strategy for the ACC Liverpool Group. To manage and lead the Security teams to deliver secure, safe, and effective operations to the business including M and S Bank Arena, Convention Centre, and Exhibition Centre Liverpool.

MAIN DUTIES AND RESPONSIBILITIES

- To manage and lead the security function across The ACC Liverpool Group ensuring a safe and secure working environment for all staff and visitors alike.
- To manage and lead the Security Services team ensuring that all security processes are constantly reviewed and updated to ensure that the security and customer service delivery are aligned with the events in tenancy.
- Build effective and positive working relationships with key stakeholders both internal and external leading to an integrated security solution ensuring optimum communication, assistance and best practice is achieved.
- To produce and implement an annual high-quality readiness, testing and exercising regime in accordance with the security strategy to ensure all security measures and services are performing to the required standard and to ensure continuous improvement.

- To lead on the security planning for all high profile and high-risk events. This will include a detailed event security strategy, costs and supporting rationale for the mitigation measures proposed.
- To lead and shape the safety and incident management function to ensure continuous awareness of the procedures across all relevant teams and to ensure a safe and secure experience for staff, visitor's clients, and customers.
- To lead Event Security and stewarding managers to constantly improve the deployment of event security and stewarding and ensure that security deployed is in line with the risk matrix and that customer service remains high on the delivery ambition.
- To lead security and stewarding deployment on events and ensure the outsourced teams are effectively and efficiently managed by the inhouse Event security managers and supervisors.
- To work closely with the Head of events to understand event budgets to ensure security services for events align themselves to this.
- To continually review the agreed event deployment templates to ensure efficiencies and delivery meets the requirements of the risk matrix as a minimum.
- To work in partnership with the Head of Events to ensure a seamless interface between the security team, the stewarding teams, event managers and front of house managers to deliver safe, secure event delivery.
- To ensure that high levels of customer service are instilled in the inhouse delivery teams and through key contract criteria for the outsourced teams.
- To be the operational lead on the event security and stewarding services contracts to ensure that all delivery meets or exceeds the contractual requirements. This will include continuous review of contracted services and delivery standards.
- To lead on the multiple security and stewarding contracts managing the KPI's, SLA's and multi layered relationships within the contracts. This will include operational delivery and compliance regulations relating to the security sector.
- To lead on the constant review of all emergency and standard operating procedures to ensure that these are always relevant and proportionate to ACC Liverpool's group operations.
- Responsible for devising and implementing effective and efficient security measures for The ACC Liverpool group which will include daily operations and all event operations.
- Own and ensure constant review of all departmental documentation including but not limited to: ACC Liverpool Group Security Strategy, Security threat and risk assessment, EMS document, Standard Operating Procedures and Emergency procedures and Incident codes.
- To build strategic relationships with the neighbours on the campus and agree on joint up security measures and emergency procedures.

- To actively partake and attend various security forums to ensure sharing of best practice and industry knowledge.
- Source and present market leading technological security solutions, infrastructure projects to the Director – Operations and Venue Management, which will ensure that security at The ACC Liverpool Group remains current and relevant. Return on Investment to be measurable.
- To create a security services document that will form part of bids for national and international events ensuring that each document is tailored to suit the event profile and perceived risk threat.
- To create bespoke and comprehensive strategic security plans for high profile events. The security plan could be a direct deliverable need for the event, or it could be a plan for the campus to deal with the risk a specific event could bring. This will include submitting city applications for road closures, police support and linking into partner resources.
- To manage and sign off on the provision of an effective and efficient security solution for all events at The ACC Liverpool Group, including: The Security control room, event ingress and egress, specific event Search and Screening Protocols and Perimeter defence.
- To work closely with the Head of Events to gain an in-depth understanding of the event needs to allow accurate and relevant security and stewarding deployment plans.
- To fulfil the role of overall Incident manager on High profile events that require a dedicated Incident and escalation manager in support of the Security Manager
- To devise and own bespoke security operations in relation to high-risk events that require a stand-alone plan. To act as the Police liaison on high profile events with known protected people or a high police presence.
- To actively audit the security and stewarding delivery on events to ensure standards and security measures are met and exceeded.
- To own and set the management Budgets associated with the event security and stewarding contracts ensuring these are in line with The ACC Liverpool Group budget constraints.
- To manage and agree the contractual rates for the event security and Stewarding positions and continually identify new ways of working whilst not compromising the security and stewarding delivery for The ACC Liverpool Group.
- To collaborate closely with the Director – Operations and Venue Management on setting, monitoring, and forecasting the overall departmental budget.
- To write business cases as and when required for procurement purposes or proposed improvements to the team and service delivery.
- To manage the quality, timely and cost-effective delivery of the event security and Stewarding and CCTV and alarms out-sourced contracts.

- As part of the management and delivery of the above outsourced contracts to ensure the following for each contract; To measure performance against Key Performance Indicators, To ensure delivery in accordance with the SLA's, To ensure the delivery of all aspects of the scope of service and To ensure the audit and inspection of relevant documentation and records to support the above KPI's, SLA's and the scope of service.
- To manage the contractual meetings and to work with the procurement team on any contractual amendments or variations against the specific contracts.

MANAGEMENT / SUPERVISOR RESPONSIBILITIES

- To operate as an active member of the Senior Management Team, shaping the future direction of the Company.
- To effectively lead the event security and stewarding multiple contracts, ensuring that the contracts are constant high performers and in turn provide first class security and customer service 24/7 and 365.
- To lead on the continuous evolution of security and stewarding deployment on events and on the wider campus security deployment.
- To lead, manage and motivate the Security Services team to deliver a five star, secure and safe welcome and first-class service across entertainment and sporting events.
- To lead and motivate the Security Managers to ensure that these roles continuously deliver and ensure that all teams are working to meet and deliver the needs of the event and the measures dictated by the Risk rating.
- To lead on and develop standard processes and procedures for the security and stewarding delivery, control room operation and to lead the Event safety and incident manager and relevant stakeholders on the improvement of the customer journey whilst ensuring the implementation of event related security services.
- To form part of the Senior Escalation Manager rota as required.
- To deputise for the Director – Operations and Venue Management as required.
- To be the lead and driver of exceptional communication with the relevant managers on any security related actions, learning, improvements, service partner issues, or any building, FM, or operational issues.
- To lead on the production and dissemination of all pre and post event communications pertaining to security, customer journey and customer feedback to ensure continuous learning from past events.
- To ensure the safety and security of all our customers by ensuring SOP's, delivery on the ground and best practice is adopted on all security delivery.

- To partake in the Ops and FM duty management rota ensuring that all team deliverables meet and exceed required standards.

STRATEGIC RESPONSIBILITIES

- To own the Security Strategy and all contributing documents including the Security Threat and Risk Assessment for the ACC Liverpool Group. To lead on the review of these documents in response to changing threat levels.
- To collaborate with the Director of Operations and Venue Management to ensure that the Overall risk categories and supporting risk matrix supports and is aligned to the UK's threat level.

GENERAL

- To maintain a regular consistent and professional approach to attendance, punctuality, personal appearance, and to adhere to relevant Health & Safety procedures.
- To ensure appropriate Health and Safety measures are in place for all tasks and activities including risk assessments and method statements.
- To adhere to ACC Liverpool's Health and Safety policy and observe a duty of care to all users of ACC Liverpool.
- To pursue personal development of skills and knowledge necessary for the effective performance of the role.
- To sustain a flexible and adaptable attitude to the work of the team.
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills to improve the effectiveness and efficiency of service delivery.
- To contribute to the success of the team in meeting ACC Liverpool's aims and objectives.
- This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the primary areas of responsibility at the time of writing.
- The duties of the post require weekend, evening, and night work to meet the needs of the agreed programme of event activities and this is reflected in the salary of the post.
- To undertake any other duty commensurate with this post as determined by the Director – Operations and Venue Management.

ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
TRAINING & QUALIFICATIONS	High level of literacy and numeracy skills Evidence of continuing professional development Training including anti-terrorism, CCTV, and business continuity. Membership of an industry association (BSIA, IPSA, FSA) and have SIA membership. Project Management	Essential Essential Essential Essential	A and I
EXPERIENCE	Substantial Experience of working in a security operation environment. Demonstrable Experience of leading on the creation and implementation of operational and strategic initiatives Substantial Experience of effectively managing customer/client relationships Significant Experience of contract management and managing service partners Demonstrable Experience of achieving demanding targets Demonstratable Experience of project management Demonstratable Writing business cases and financial proposals in support of projects/business improvements. Substantial Experience of using IT and the ability to use a variety of software packages Substantial Experience of presenting to staff and communicating to groups/teams	Essential Essential Essential Essential Essential Essential Essential Essential	A and I

SKILLS & KNOWLEDGE	<p>Detailed Understanding of Health and Safety legislation within the conference/entertainment industry</p> <p>Detailed Knowledge of criminal and civil law relating to security issues</p> <p>The ability to create and implement operational and strategic initiatives.</p> <p>The ability to deal with a wide range of clients at all levels.</p> <p>Advanced presentation skills</p> <p>Advanced Knowledge of and ability to set up and implement relevant systems.</p> <p>The ability to liaise and negotiate effectively and influence others.</p> <p>The ability to prioritise, co-ordinate and disseminate quality information across a range of disciplines.</p> <p>The ability to build effective teams and experience in relationship development.</p> <p>Advanced customer service skills</p> <p>Advanced customer service experience within customer focused environments</p> <p>Advanced ability to manage under pressure and work to targets and tight deadlines</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	A and I
KEY ATTRIBUTES	Emotional intelligence, pragmatic, resilience, influencing, internal/external stakeholder management, confidence, excellent verbal and written communication, conflict resolution, innovation and creative.	Essential	A and I

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