

ROLE PROFILE

Head of Security	
Reporting to:	General Manager
<p>Role purpose:</p> <p>To manage all aspects of the Security function on park, ensuring a safe and secure environment for all guests, owners, and team members.</p>	
<p>Responsibilities</p> <ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • To oversee the management of the security department within the park and lead the team in delivering a quality service. • Responsible for the delivery of a safe and secure environment, by promoting a culture of mutual respect. • To confidently deal with guest, owner, and team concerns, showing empathy and understanding. • Reacting to guest and owner feedback in a timely manner, addressing any areas with the team where improvements can be made. • Adhere to all mandatory and company Health and Safety policies • Manage all maintenance team administration, including scheduling rotas and allocating tasks, managing time off, payroll enquiries, team member appraisals and any development requirements. • Ensure new team members complete all mandatory Induction and job role training requirements • Work in partnership with other managers to ensure a culture of strong communication and teamwork. • Manage Security department budget 	

<p>Progression in role:</p> <p>Entry</p> <ul style="list-style-type: none"> • Good spoken and written English • IT literate with a knowledge of basic software systems • Hold a current SIA badge • Previous experience in a supervisory / team leader role • Positive "can do" attitude • Clean driving licence • Used to working both independently and as part of a team 	<p>Training for role</p> <p>Company Orientation and Induction General health and safety Fire safety Manual handling COSHH GDPR – E-Learning</p>
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<ul style="list-style-type: none"> • Flexibility around working hours 	
<p>Competent – three months</p> <ul style="list-style-type: none"> • Ability to work independently, without supervision and plan workload accordingly • Competent in role related IT systems. • Is aware of the standards required within their department, identifying, and rectifying any issues • Is ensuring that resources are being used appropriately and jobs are completed to a high standard and on time. • Equipment is being maintained in the correct way. • Management of the security department budget. • Has started to develop a good working relationship with the team, the owners, holidaymakers, other colleagues, and external suppliers 	<p>Diversity and Inclusion</p>
<p>Advancing</p> <ul style="list-style-type: none"> • Willingness to take on, and learn, new skills • Excellent park and product knowledge. • Established working relationships with their team, owners, guests, colleagues, and external suppliers • Ability to support team within their department looking to progress, including mentoring apprentices 	
<p>Excellence</p> <ul style="list-style-type: none"> • Ability to identify potential areas for improvement within own department and suggest solutions. • Consistently delivering a service above and beyond the requirements of the role. • Consistently achieving and exceeding department targets and KPIs • Ability to undertake ad hoc projects when required. • Recognised skills as a coach and mentor to assist with succession planning. 	<p>Coaching and mentoring</p>
<p>Key measures Owner & Guest feedback Complaint ratio Manager feedback Operating within budget</p>	

