

## ROLE PROFILE

<b>Security Shift Manager</b>	
Reporting to:	Head of Security
<p>Role purpose:</p> <p>To lead and motivate a team to offer friendly and efficient service to the owners and holidaymakers by implementing company policies and procedures correctly, in order to achieve a safe, secure and happy environment, including team members, property, assets and reputation.</p>	
<p><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness</li> <li>• Monitor and participate in patrol of the park, checking all areas day and night according to the defined schedule</li> <li>• Instil and maintain discipline in team in a positive and encouraging manner</li> <li>• Oversee checking passes (if required) for entry to entertainments, sports and leisure centres</li> <li>• Be constantly alert to incidents of violence or threat and handle accordingly</li> <li>• Ensure team responds to calls from Central Control to intervene in altercations, suspected suspicious activity e.g. theft, vandalism</li> <li>• Meet and greet owners, holidaymakers, team members and suppliers e.g. delivery people, contractors, at the gates and check ID and passes where required</li> <li>• Liaise with local police where criminality is suspected or reported</li> <li>• Takes a 'hands-on' approach e.g. help replace gas bottles 'out-of-hours' where reported by owners or holidaymakers</li> <li>• Complete incident reports as required by policy, and check those of the team</li> <li>• Assist with 'out-of-hours' emergencies from owners or holidaymakers</li> <li>• Be polite and helpful to all owners, holidaymakers and team members</li> </ul>	

<p><b>Progression in role:</b></p> <p><b>Entry</b></p> <ul style="list-style-type: none"> <li>• Good spoken and written English</li> <li>• Personable</li> <li>• Strong interpersonal skills</li> <li>• Able to work weekends and unsociable hours</li> <li>• Holder of SIA Door Supervisor Licence</li> <li>• Full Driving Licence valid to drive in the UK</li> <li>• Good IT skills</li> <li>• Leadership experience in a security environment and, preferably, hospitality</li> <li>• Can work under pressure</li> <li>• Excellent time keeping</li> </ul>	<p><b>Training for role</b></p> <p>Company orientation and induction            General health and safety            Fire safety            Moving and handling            GDPR            COSHH            Cove Leader            First Aid at work trained, including oxygen and defibrillator            GDPR</p>
--	--

<p><b>Competent – three months</b></p> <ul style="list-style-type: none"> <li>• Leads team and is respected by them</li> <li>• Has extensive knowledge of the park and its services</li> <li>• Role models and ensures team’s high standards of appearance, including correct, clean and pressed uniform</li> <li>• Presents a positive and friendly welcome to owners and holidaymakers at all times</li> <li>• Entrusts team to take full ownership and works with owners and holidaymakers to resolve complaints</li> <li>• Coaches and mentors team members</li> <li>• Carries out all procedures correctly and efficiently in accordance with standard operating procedures</li> <li>• Makes sure team adheres to all regulations on handling of money</li> <li>• Works with team to deliver extra vigilance in relation to all owners and holidaymakers at all times and reports any suspicious behaviour or known troublemakers to Head of Security or Deputy</li> <li>• Is fully aware of the Health and Safety regulations and procedures in accordance with the Health and Safety at Work Act and company policy, briefing team members as required</li> </ul>	<p>Diversity and Inclusion Coaching and mentoring Leading health and safety</p>
<p><b>Advancing</b></p> <ul style="list-style-type: none"> <li>• Team has gained a reputation for developing a friendly and familiar relationship with owners</li> <li>• Delivers training to team members where required</li> <li>• Works exceptionally well with colleagues and looks out for them</li> <li>• Puts self forward for further training and development</li> </ul>	<p>Train the Trainer</p>
<p><b>Excellence</b></p> <ul style="list-style-type: none"> <li>• Suggests practical improvements to Head of Security, to workings of department or service, presented professionally with costs and benefits</li> </ul>	
<p><b>Key measures</b></p> <p>Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Owner survey Complaint ratio Feedback from Head of Security</p>	