

ROLE PROFILE

Security Officer	
Reporting to:	Head of Security
<p>Role purpose:</p> <p>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</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 • Patrol the park, checking all areas day and night according to the defined schedule • Checking passes (if required) for entry to entertainments, sports and leisure centres • Be constantly alert to incidents of violence or threat and handle accordingly • Respond to calls from Central Control to intervene in altercations, suspected suspicious activity e.g. theft, vandalism • Look after the entrance gates, assisting with traffic flow, meet and greet owners, holidaymakers, team members and suppliers e.g. delivery people, contractors, at the gates and check ID and passes where required • Directing visitors to the correct entrance depending on whether they are day visitors or caravan owners etc • Liaise with local police where criminality is suspected or reported • Replace gas bottles 'out-of-hours' where reported by owners or holidaymakers • Complete incident reports as required by policy • Assist with 'out-of-hours' emergencies from owners or holidaymakers • Be polite and helpful to all owners, holidaymakers and team members • Asset protection - making rounds monitoring our holiday entertainment venues (swimming pool, gym, amusement arcades, restaurants, entertainment complex, children's play parks etc) • Answering guests' questions, giving directions etc 	

Progression in role:	Training for role
<p>Entry</p> <ul style="list-style-type: none"> • Good spoken and written English • Personable • Strong interpersonal skills • Able to work weekends and unsociable hours • Holder of SIA Door Supervisor Licence • Full Driving Licence valid to drive in the UK • Good IT skills • Can work under pressure • Excellent time keeping • Polite • Level headed • Well presented 	<p>Company orientation and induction</p> <p>General health and safety</p> <p>Fire safety</p> <p>Moving and handling</p> <p>GDPR – E-Learning</p> <p>COSHH</p> <p>First Aid at work trained, including oxygen and defibrillator</p>

<p>Competent – three months</p> <ul style="list-style-type: none"> • Has extensive knowledge of the park and its services • High standards of appearance, including correct, clean and pressed uniform • Presents a positive and friendly welcome to owners and holidaymakers at all times • Takes full ownership and works with owners and holidaymakers to resolve complaints • Carries out all procedures correctly and efficiently in accordance with standard operating procedures • Adheres to all regulations on handling of money • Extra vigilant in relation to all owners and holidaymakers at all times and reports any suspicious behaviour or known troublemakers to Head of Security or Deputy 	<p>Diversity and Inclusion</p>
<p>Advancing</p> <ul style="list-style-type: none"> • Has developed a friendly and familiar relationship with owners • Works exceptionally well with colleagues and looks out for them • Puts self forward for further training and development 	
<p>Excellence</p> <ul style="list-style-type: none"> • Actively trains and coaches new team members • Suggests practical improvements to workings of department or service 	
<p>Key measures</p> <p>Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Owner survey Complaint ratio Feedback from Head of Security</p>	