

THE GUILDHALL TRUST



TITLE: Security Co-ordinator (operational)

DEPARTMENT: Venue Operations

RESPONSIBLE TO: General Manager

HOURS: 20hrs per week contracted

SALARY: £11,960.00 per annum (FTE 24K)

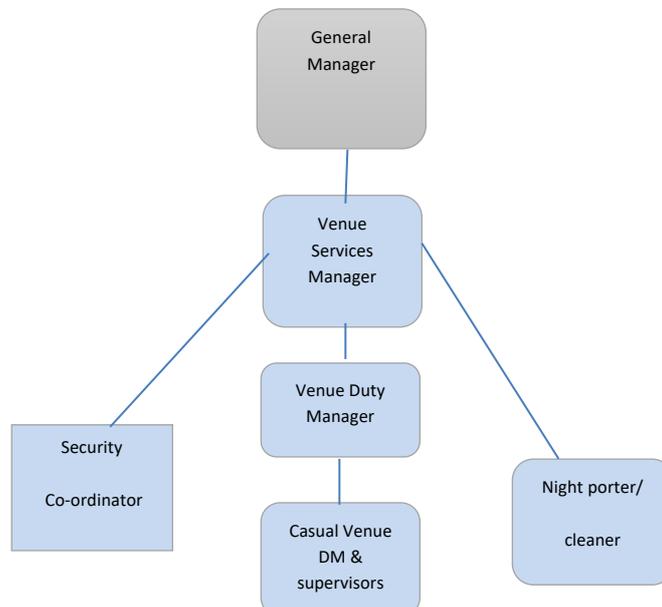
Purpose of Job

A new role supporting the General Manager & the Venue Services Manager. Facilitating the administration & operational supervision of the casual security team & assessing the venue's events for risk, security, and safety considerations. Working alongside the venue Duty Manager to facilitate a safe and friendly event delivery.

Reporting to the venue services manager, the post holder must ensure the highest quality service delivery together with excellent planning and preparation skills. Knowledge of safety and event security to enable events to be dynamically risk assessed with appropriately trained security personnel.

Due to the nature of the post, the post holder will be required to work flexibly to meet the needs of the service; this will require evening, weekends and working on Bank Holidays on a rota basis.

Organisation Chart



Key Job Outcomes:

1a	To work alongside and in co-operation with the Venue Duty Managers / Front of House Supervisor in facilitating a safe, friendly event delivery, whilst maintaining positive working relationships throughout	70%	
1b	To ensure of suitable and sufficient staffing levels are achieved at all events, both internally and externally		
1c	To deliver line supervision of casual security team		
1d	To assist in the ongoing motivation of all staff and ensure a positive outlook is noted on staff at all times		
1e	To effectively supervise a team of casual SIA Supervisors, SIA security staff and stewards on each shift, either through supervision of the whole event or position such as front doors or front of stage as an example		
1f	To ensure the high-quality delivery of operating events security, attending, observing and supervising events in consultation with the General Manager to ensure company & SIA standards are met and customers receive an excellent first impression		
1g	A desire to deliver excellence in customer service, both internal and externally with a full understanding of the need for compliance in terms of legislation and health & safety		
1h	To effectively manage the expectation of both the promoter/ event organisers and customers entering the building. So that their events run smoothly and efficiently with no disruption to the event or concert		
1i	To assist and support in the recruitment of the casual security team including supervisory level staff, ensuring they all meet the criteria expected by the Portsmouth Guildhall & the SIA as well as checking they have in place their SIA Door Supervisors licence and certification required to be and SIA operative.		
1j	To assist in maintaining the Security & safety of the daytime operation. This will include opening and closing the venue, perimeter & recon checks.		▼
2	To work flexibly across the Trust as and when required, to support operational efficiency and cost saving. To be available for training and development to meet the needs of the business.	Up to 30% across a year.	

Other

The nature of the work undertaken by the post holder will be required to work flexibly to meet the needs of the department, will require evening, weekends and working on Bank Holidays on a casual basis.

Physical

The post holder will be required to be active and physically fit to fulfil the position.

Location

The post holder will be located at the Guildhall.

Person Specification

This acts as selection criteria and gives an outline of the type of person the characteristic required to do the job.

Essential: - without which the candidate would be rejected

Desirable: - useful for choosing between two good candidates

Attribute	Essential	Desirable
Experience	<p>Experience in operational supervision and or management of security or crowd management within the events industry.</p> <p>Experience in supervising a team & assisting in recruitment of that team.</p>	Experience of training personnel
Skill/ Abilities	<p>Able to develop a strong customer focused approach throughout the security operation.</p> <p>Able to train, develop and to motivate staff, installing values and a sense of 'best practice'</p> <p>Skilled at evaluation and improving an operation with a view to improving the image of the operation</p> <p>Excellent communication skills, both written and oral.</p> <p>An ability to tackle and resolve difficult situations with both customers and colleagues.</p>	
Education and training	Valid SIA Door Licence holder	IOSH Managing safety certification

	Pit training certification level 2 First Aid at Work IRT training certificate GCSE Level or equivalent English & Maths	Personal licence Physical Intervention level 2 training Counter terrorism training by local authority.
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