

Job Description

Hotel Night Security – Safety & Security Team

Position: Hotel Night Security	Department: Safety & Security Team	Reporting to: Safety & Security Manager
Salary: £16,224 per annum	Contract: Permanent	Hours per week: 24 (rota to be agreed)

Job purpose: The Safety & Security Team work across the business with responsibility for all areas of Health, Safety and Security. The Night Security role will primarily provide a support and response to the Hotel Night's Team between the hours of 23.00 and 07.00 each night. The role will provide a visible presence for reassurance and deterrent; a response to incidents; a leading role in Fire Investigation / Mitigation and incident investigation capability.

Job Description

Main objectives:

Relationship Management & Business Partnering

- Establish good supportive relationships across the business particularly with the Hotel Night's Team.
- Contribute towards enhancing the safety & security culture.
- Work closely with the Safety & Security Team responding to emerging threats and security related trends to effectively manage them down to an acceptable level.

Operational Delivery

- Conduct proactive patrols within the hotel, stadium and arena complex focusing on aspects of Safety & Security
- Provide high profile security presence within complex for re-assurance
- Deliver effective customer and guest engagement
- Engage with internal and external stakeholders as required (i.e. other Departments / Police etc.) on security matters
- Provide effective incident management through assessment and response options
- Conduct fire marshal duties as required, including Incident Controller function
- Report on maintenance issues
- Report on incidents providing a clear audit trail
- Operate and review in house CCTV in support of incidents and investigations
- Provide initial investigation to incidents of note
- Provide written and verbal reports on incidents as required
- Monitor and audit high value store areas
- Conduct spot checks on staff ID
- Carry out staff locker audits as required
- Monitor corridor areas and clearance of in room dining trays
- Deliver morning newspapers to Guest bedrooms
- Perform other functions relevant to role as required

Harnessing Talent and Building Capability

- Working alongside others within a team environment to enhance the safety & security culture
- Maintain a personal development portfolio with a focus on safety and security
- Identify any skills and knowledge gaps where development interventions are required

Engagement & Communication

- Working with the Nights Team in the hotel to provide effective points of contact for customers and guests
- Maintain a proactive approach to customer engagement promoting the core values of the business regarding customer services
- Maintain and further develop inter-departmental communication in safety & security

Personal

- Maintain a good knowledge and understanding of safety & security related issues relevant to the business
- Objectives to be agreed in line with business priorities on safety and security
- Maintain professional standards

Person Specification**Essential skills and qualifications:**

- Must hold or be working towards SIA Door Supervisor qualification
- Good verbal communication skills
- Good report writing skills
- Proactive work ethos
- Confident approach to dealing with conflict
- CCTV conversant
- Analytical mind
- Ability to provide solutions to problems
- Smart demeanour
- Flexible approach

Behavioural Indicators:**Level: Skilled**

- People (Passion for Customers)
- People (Impact & influence)
- Thinking (Understanding the Organisation and its requirements)
- Thinking (Analytical)
- Delivering at Pace (Planning & Prioritisation of tasks)
- People Skills (Skilful Conversations)
- People Skills (Impact & Influence)
- Functional Skills (Incident Management)
- Functional Skills (Formal Communication)
- Personal Attributes (Integrity & Trust)
- Personal Attributes (Respect for Others)

Reference: S0470**Closing date:** 22nd February 2019