Security Services Manager

Reports to: Service Manager – Civic Facilities
Direct reports: Security Staff

Evaluation: **580 points**
Grade: **N9**
Reference: **AA3775**

Purpose

Providing a high quality Security Services to meet the needs of the City Council and other clients in accordance with contractual and service level agreements.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Liaise and negotiate with all customers to identify service requirements, secure new and existing Service Level Agreements/Contracts and to monitor and promote the service on an ongoing basis through proactive commercially aware marketing strategies.

2. Provide technical advice and expertise on Security and to develop innovative solutions for security and safety issues within the City.

3. To plan, organise and manage the operation of the allocated security areas, including the setting up of performance targets and standard to ensure the most effective and efficient service in accordance with clients' needs and anticipated workloads.

4. To report serious 'breaches of security' to the appropriate manager; preparing reports and taking statements in connection with security incidents and to

assist with the preparation if legal proceedings together with attendance at court to give evidence.

5. Responsible for financial, workforce and service planning issues giving due regard to customer demand, and statutory or legislative changes affecting the organisation.

6. Assist in the preparation of tenders, service specifications, evaluation criteria and monitoring arrangements.

7. To direct staff as required including their appointment, performance, motivation, training, deployment, supervision, discipline, health safety, and welfare, in accordance with Council policy.

8. To ensure the efficient deployment of staff and management of rosters to enable effective seven day, 24 hour coverage where necessary.

9. Develop effective working relationships and communications with customers and clients to ensure the delivery of services in accordance with customer service standards, policies and procedures.

10. To liaise, as necessary, with the Service Manager and other relevant parties on issues relating to operational efficiency, health and safety, and building operations.

11. Oversee and actively participate in civic, ceremonial and other functions in the Civic Centre and Mansion House.

12. To take an active part in the City's Major Incident plan to ensure an effective response and the efficient deployment of resources.

13. To promote and implement our Equality policy in all aspects of your employment.

14. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.