



Role Title	Security Operations Manager
Function & Dept.	Corporate Services
Career Growth Level	Collaborating & providing Technical Knowledge (E)
CGP Descriptor	Specialist team members with experience of specific fields, may have some involvement in amending and constructing processes to criteria. Technically or operationally knowledgeable in a defined field or, may have responsibility for key customer engagement activity
Team	UK Security
Reports to	Security Manager
Role Purpose	Ensure the comprehensive protection of the company's assets, personnel, and operations. This involves leading a dedicated security team, fostering a culture of safety, and implementing strategic measures to prevent and respond to security threats. The role is pivotal in maintaining a secure environment across all company locations, ensuring compliance with regulatory standards, and coordinating with external agencies to handle emergencies effectively. Through proactive management and continuous improvement of security protocols, you will play a crucial role in safeguarding the company's interests and supporting its overall mission.

#### Key Responsibilities

- **Planning and Management:**

Implement security policies, protocols, and procedures to ensure the safety and security of the office premises.

Oversee the planning and management of all security operations, ensuring alignment with organizational goals.

- **Leadership and Supervision:**

Line manage Security Team Leaders, providing guidance, support, and performance evaluations.

Conduct regular meetings with Team Leaders to discuss security updates, address concerns, and plan for upcoming tasks.

- **Access Control:**

Ensure effective monitoring and control of access to the office premises, overseeing the implementation of access control systems.

Supervise the issuance and management of identification badges for employees and visitors.

- **Surveillance and Monitoring:**

Oversee the operation and monitoring of CCTV systems and other surveillance equipment.

Ensure regular patrols of the office premises are conducted to identify and address security risks.

- **Incident Response:**

Lead the response to major security breaches, alarms, or other incidents, coordinating with Team Leaders and emergency services.

Oversee the investigation of significant security incidents and ensure comprehensive reporting to senior management.

- **Reporting and Documentation:**

Maintain accurate records of all security incidents, including detailed incident reports and regular security reports.

Ensure that all security documentation is up-to-date and accessible for senior management to review.

- **Training and Development:**

Develop and implement training programs for security personnel to enhance their skills and knowledge.

Ensure continuous professional development of the security team through regular training sessions and workshops.

- **Budget Management:**

Manage the security department's budget, ensuring cost-effective use of resources.

Oversee the procurement and maintenance of security equipment and systems.

- **Customer Service:**

Ensure a high level of customer service is provided by the security team, addressing any security-related queries or concerns from employees and visitors.

Maintain a professional and courteous demeanour at all times, fostering a secure and welcoming environment.

#### Person Specification

- **Proven experience in security management**, preferably in an office or corporate environment, with proven leadership and supervisory skills, to include experience in developing and implementing security policies, protocols, and procedures.
- **In-depth knowledge of access control systems, CCTV, alarm systems**, and other security technologies, with the ability to manage and optimize these systems.
- **Strong organisational skills**, with the ability to and implement security policies and procedures.
- **Excellent verbal and written communication abilities**, with the capacity to interact effectively with staff, visitors, emergency services, and senior management.
- **A professional and approachable demeanour**, with a focus on providing exceptional customer service and leading by example.
- **Ability to respond quickly and effectively to major security incidents and emergencies**, using sound judgment and decision-making, and coordinate the response of the security team.
- **High level of integrity and reliability**, with a commitment to maintaining confidentiality and discretion, and to uphold these standards within the team.

**Ability to obtain and maintain security clearance if required:** be able to obtain the Government and/or Police Security levels required in order to meet the operational requirements of the role (no caveats) and as per the requirements stipulated in relevant customer contracts.

- **Experience in developing and implementing training programs** for security personnel to enhance their skills and knowledge.



- **Leadership skills:** have a demonstrable ability to motivate, inspire and lead a security team, ensuring high standards are maintained and instilling a culture of continuous improvement and collaborative team working.



- **Continuous Improvement:** Willingness to stay updated on security trends, technologies, and best practices.



Key Competencies		Level
1.	Communication Skills	3
2.	Incident Management	3
3.	Process Management	3
4.	Security Operations	3
5.	Vulnerability Assessment	3
6.	Relationship Building	3

Management Competencies		Level
1.	Leading, Developing and Managing People	3
2.	Problem Solving and Decision Making	3
3.	Influencing Others	3
4.	Embracing the need for change	3
5.	Thinking & Acting Strategically	3
6.	Planning & Analysis	3
7.	Performance Management	3
8.	Employee Experience	3
9.	Resourcing	3
10.	Competency Assessment	3

Value Behaviours		Level
1.	Responsibility	
2.	Passion	
3.	Customer First	
4.	Agility	
5.	Family	

Version	Date	Description	Approved by	Date
1.0	November 2023	Original	HR	November 2023
2.0	March 2024	Formatting of cells	HR	March 2024