

# JOB DESCRIPTION

## Head of Security

<b>SALARY</b>	£45-£50K
<b>HOURS:</b>	37.5 hours per week
<b>WORKING PATTERN;</b>	Mon – Fri (with flexibility depending on risk)
<b>LOCATION AND BUSINESS AREA</b>	Manchester Central - Facilities Management (FM)
<b>AIM OF THE ROLE:</b>	<p>The role will be a member of the Senior Management Team (SMT) and is primarily tasked with taking a strategic view of the physical Security and stewarding provisions in and around the venue, ensuring that MCCC has access to intelligence information, and is able to contingency plan based on this knowledge. The role will advise the business on the best approaches to delivering the security service function based on current intelligence, legislation, and best practice.</p> <p>The role is tasked with overseeing the Security and stewarding function, ensuring that event related security plans are aligned to business objectives and to ensure that underlying policies and procedures are appropriate, communicated, and active within the business.</p> <p>The additional focus of this role is to manage the Security Control Room, ensuring the provision of an effective and efficient Security Service to its employees, clients, visitors within the venue. The role is responsible for the management, development, and welfare of the Security Control Room team.</p>
<b>DIRECTLY RESPONSIBLE TO:</b>	Director of Facilities Management & IT Infrastructure
<b>DIRECTLY RESPONSIBLE FOR:</b>	MCCC Control Room Svr

## MAIN AREAS OF RESPONSIBILITY

- The role will act as a Security Advisor to support events and the wider business as appropriate; it is expected that the role will proactively monitor physical security risks/threats on an ongoing and live basis.
- The role will develop strong relationships with local police, law enforcement and counter terrorism agencies to ensure MCCC remains informed of relevant developments and is best placed to understand and respond to changes in various threat levels.
- Devise and implement policy and best practice for the venue security, working in partnership with our contracted preferred service partners and keeping track of all regulatory, legislative and advisory rules and guidance that is applicable to our environment and business activity
- Contract manage the outsourced service provider of security and stewarding provision for MCCC. Ensuring the operational delivery of the contract is in line with the contract specification.
- Work closely with the security and stewarding service providers contract management team, ensuring that all events are staffed in line with the associated risks being taken into consideration
- Responsibility to assess the various threats affecting MCCC business operations and the venue infrastructure and to identify areas of opportunity. Implementing action plans that mitigate any such threats.
- The role will consider event profiles and gather intelligence on relevant events to evaluate potential risks. The role will adequately brief relevant teams of any anticipated protests or similar disruption, ensuring that contingency measures are in place to prevent these activities from posing a threat to the business.
- The Head of Security will attend client and other stakeholder meetings to represent the venue and business accordingly to discuss security provisions and recommend commercial solutions to ensure clients are adequately covered. The role will attend event planning meetings, review event security arrangements/plans and be responsible for creating an event specific security risk assessment

- The role will ensure the Control Room SVR and Control Room Operatives understand their roles and accountabilities. The HOS is required to monitor, evaluate, and provide feedback on the teams to ensure continual development of the Security function and its activities.
  - The role will be required to make decisions on how best to respond to incidents and situations and provide on call support to the Control Room team. The role must be able to effectively respond to and manage difficult situations and complaints in a sensitive but authoritative and professional manner – always retaining composure.
  - This role will be a key point of escalation for the Control Room Svr in managing Security related investigations (whether required in response to a situation, or at the request of other business managers in the business).
  - The role will be required to create, review, update and maintain the Security Policies, Procedures and Strategy and implement them through the approval of the Director of Facilities.
  - The role will also ensure all MCCC Control Room Team SIA badges always remain in date. This includes dip checking Event Security teams supplied by third party contractors.
  - The role will be a member of the business senior management team (SMT) and will provide regular updates on the provision of security and stewarding arrangements at SMT meetings.
  - Oversee the review, re-appointment or procurement of preferred service provider as appropriate and in accordance with the contract expiration / renew timetable.
  - The role will be required to be flexible, although the role will typically work Monday to Friday during the day, it is important that the role covers all shift patterns from time to time and works weekends based on event requirements.
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### About us:

## Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

### The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

### We are a special group who have chosen to work together, and we share these characteristics:

**Expert & specialist.** We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.

**Flexible.** We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customer's needs.

**Positive and energetic.** There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.

**Ready to grow.** Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers. If people move on from working with us, they'll always have improved their skills and experience along the way.

**Committed.** Our people show huge levels of commitment for our customers, and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central.

The reputation and integrity of our business is based on all the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities, and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

## Person Specification

Education and Qualifications	Essential	Desirable
NVQ or equivalent qualification relevant to security industry		✓
IOSH managing safety or similar H&S qualification		✓
Candidates will be required to obtain SIA license (door svr and CCTV license)		✓
First Aid at work		✓
Experience		
Minimum of 5 years working in a similar role	✓	
Knowledge		
Knowledge of the security industry, intelligence gathering, and relevant relationships are critical to this role. Candidates must be able to demonstrate prior experience within a similar capacity		✓
Understanding of security legislative frameworks		✓
Able to apply security knowledge in a way that delivers practical, business led solutions		✓
Skills		
Excellent communication, administrative and organisational skills, with strong attention to detail and prioritisation	✓	
Ability to work well under pressure in a fast-paced environment, managing time effectively to meet multiple deadlines	✓	
A team player but able to work under own initiative and able to escalate matters out of own limitations	✓	
Proactive – has a “can do” attitude and ability to organize and prioritize	✓	
Good stakeholder management and communication skills Able to build and develop good quality, professional relationships.	✓	

Proficient IT skills including MS Word, MS Excel and MS Powerpoint	✓	
A willingness to undertake further training as required to progress their professional development within the security profession	✓	
Able to work as part of a team in a complex, fast moving business and deliver excellent results within tight timescales and financial controls	✓	
Social Perceptiveness in that being aware of others' reactions and understanding why they react as they do.	✓	
Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	✓	
Has exceptional ability to instill confidence and to provide direction for others. Able to use a wide range of management styles to suit their team, building strategies, structure, and processes to create high performance teams	✓	