

# Job Description: Security Manager



Function:	Corporate Services
Position:	<b>Security Manager</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Site Operations Director
Additional reporting line to:	UK and Ireland Head of Security
Position location:	Guinness at Old Brewer's Yard, Covent Garden, London

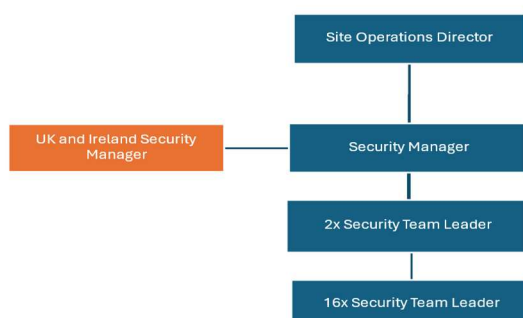
## 1. Purpose of the Job – State concisely the aim of the job.

Guinness at Old Brewer's Yard is a flagship destination in the heart of Covent Garden, combining immersive brand experiences with vibrant hospitality. The site features a mix of retail, bars and restaurants, a unique Guinness experience centre, and flexible event and conference spaces—all brought to life with the spirit of Guinness.

We are seeking a highly capable and proactive Security Manager to lead the on-site security team and oversee all security operations across this iconic venue. Managing a large team of officers and two Team Leaders, the Security Manager will ensure the safety and security of staff, guests, and the site itself, while also handling the security department's operational budget, scheduling, compliance and recruitment. The Security Manager will be responsible for developing and implementing processes and procedures.

This is a hands-on, leadership role requiring excellent communication, strategic thinking, and a strong understanding of operational security within dynamic, mixed-use public environments.

## 2. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



**3. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

Our client operates a prestigious and dynamic flagship site in the heart of London, encompassing a diverse range of properties and functions. The environment demands a consistently high level of service and operational excellence. We are seeking an experienced and proactive Security Manager to lead on-site security operations, ensuring the highest standards are maintained in line with client expectations

**Key Responsibilities:**

- **Leadership & Motivation:**  
Inspire and support security supervisors and officers to consistently meet or exceed client service expectations.
- **Workforce Management:**  
Ensure agreed staffing levels are always maintained, arranging appropriately trained relief officers when required.
- **Client Liaison:**  
Attend client meetings to discuss security operations, resolve concerns, and identify areas for improvement or development.
- **Compliance & Documentation:**  
Ensure site-specific Assignment Instructions, risk assessments, and all relevant compliance documents are accurate and up to date.
- **Training & Development:**  
Maintain comprehensive training records for all officers, including relief staff. Organize required training and ensure all compliance and audit requirements are met.
- **Martyn's Law Compliance:**  
Ensure all security operations, training and risk assessments align with requirements of Martyn's Law, including preparedness against terrorist threats, mitigation planning and public safety awareness.
- **Incident Management:**  
Respond promptly to incidents, taking appropriate action and ensuring incidents are recorded, escalated, and resolved efficiently.
- **Strategic Planning:**  
Develop and maintain a comprehensive security plan for the site in collaboration with senior stakeholders.
- **Operational Oversight:**  
Monitor and ensure that security supervisors are executing their duties effectively, in line with established protocols.
- **Investigations & HR Support:**  
Conduct or support internal investigations and participate in HR processes as needed in collaboration with the Operations Lead.
- **Talent Development:**  
Mentor and develop security personnel, fostering a culture of growth and progression. Identify and nurture internal talent to support succession planning.

**4. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Ensure excellent security operations across site
- Ensure all security compliance is adhered to
- Ensure all SIA and relevant training is completed in sufficient time
- The operation is Martyn's Law compliant at all times
- Develop training and inspection programmes to maintain standards and consistency
- Ensure the site is reporting all incidents in line with SOP
- Maintain the site assignment instruction and security management plan
- Carry out regular security risk assessments with mitigation and solutions
- Develop and implement SOPs and other security plans to maintain a high security standard
- Ensure site maintains accurate inputting and recording of the DOB, Key register, Search documents.
- All escalations lists are reviewed and updated
- Updated, review and manage BCP plans
- Implement and review emergency procedures ensuring all staff are trained to a consistent standard
- Conduct regular drills to ensure the team are trained and prepared to deal with all eventualities
- Work with the regional security manager on security projects
- Liaise with key stakeholders on site to act as the security specialist providing solutions
- Ensure the correct CCTV and access control protocols are adhered to in line with client's requirements
- Ensure compliance with the client's security and risk standards
- Ensure all officers are trained on all procedures and manage through a training matrix
- All officers must be well presented and in the correct company uniform with excellent customer service
- All officers must be vetted, and SIA licensed in accordance with requirements
- All officers must be aware of the current terrorist threat levels
- Ensure all relief officers are cross trained and meet the client requirements
- Introduce security innovation to improve and enhance the service
- Input incidents into the clients reporting platform with full RCA investigations when required
- Carry out site audits and inspections on a regular basis
- Ensure supervisors are managing payroll and time management systems
- Liaising with Operations Lead on various HR processes
- PDR reviews with officers through line management responsibility

**5. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- **Consistently High Standard of Security Service Delivery**  
Ensure all security operations meet or exceed client expectations, with measurable improvements in performance, professionalism, and incident response.
- **Full Compliance with Regulatory and Site-Specific Requirements**  
Maintain up-to-date and audit-ready documentation, including Assignment Instructions, training records, risk assessments, and full compliance with Martyn's Law (Protect Duty) and other relevant legislation.
- **Effective Team Management and Development**  
Build a motivated and competent security team through structured training, supervision, performance management, and clear succession planning.
- **Robust Incident and Risk Management Process**  
Deliver prompt and effective response to incidents, including accurate reporting, root-cause analysis, and implementation of preventive measures.
- **Strategic Security Planning and Continuous Improvement**  
Produce and maintain a comprehensive site security plan, aligned with the client's evolving needs, including recommendations for enhancements and risk mitigation strategies

## 6. Person Specification –

### 1. Qualifications & Certifications

- SIA Door Supervisor and/or Close Protection Licence (required)
- SIA CCTV Licence (required)
- First Aid at Work (valid certificate)
- Strong understanding of Health & Safety legislation
- Knowledge of or training in Martyn's Law (Protect Duty) compliance

### 2. Experience

- Minimum 3–5 years of experience in a security management
- Experience managing teams in a high-profile or complex multi-functional site
- Proven experience in handling incidents, emergency response, and conflict resolution
- Demonstrable experience in developing and delivering training

### 3. Skills & Abilities

- Strong leadership and team management skills
- Excellent communication and interpersonal abilities (written and verbal)
- Competent in drafting reports, incident logs, and maintaining compliance documentation
- Good IT skills, including Microsoft Office and workforce management systems
- Ability to develop and implement security plans, risk assessments, and SOPs

### 4. Knowledge

- Sound knowledge of current security trends, threats, and technologies
- Understanding of regulatory requirements including GDPR, Health & Safety, and Protect Duty (Martyn's Law)

### Desirable Criteria:

- NVQ Level 3 or higher in Security Management or similar
- Previous experience working with high-profile clients or in a corporate/public venue setting
- Experience in working with external stakeholders (e.g., emergency services, local authorities)
- Counter-terrorism awareness training (e.g., ACT Awareness/ACT Security)

### Personal Attributes:

- Professional and confident with a proactive and solution-focused approach
- Calm under pressure and able to make sound decisions in emergencies
- High attention to detail with a strong sense of accountability
- Flexible and adaptable to changing operational demands
- Committed to continuous improvement and team development