

Job Description: Security Manager

Function:	Security
Job:	Queens Security Manager
Position:	Security & Car Parking Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Business Director Designate
Additional reporting line to:	
Position location:	Queens Hospital, Romford

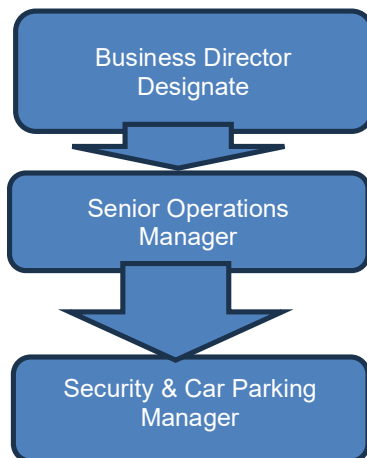
1. Purpose of the Job – State concisely the aim of the job.

- To support and deputise for the Security Supervisors at Queens Hospital, with full operational accountability for the service and staff.
- To ensure that all patients, staff and visitors have a safe and secure environment and to improve the standard of service via continuous improvement in line with guidance from NHS Protect

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	Tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region	Workforce	tbc
		EBIT margin:	Tbc							
		Net income growth:	Tbc			Outsourcing growth rate:	n/a	HR in Region	tbc	
		Cash conversion:	Tbc							
Characteristics		<ul style="list-style-type: none">▪ 30 staff (circa)▪ Large PFI Hospital. Retention of Employment (ROE) staff								

3. 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.



4. 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.

- Allocating consistency of regular staff to meet KPI contractual requirement
- Relationship Management – Is highly effective at building and maintaining win-win business partner relationships internally and with clients
- Resilience – sustains momentum when faced with challenges. Balances competing demands and responds well to changed priorities
- Continuous operational proficiency of the Security Management System across the site
- Production of Monthly Security Reports in line with the contract

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

- Ensure achievement of high levels of client and service user satisfaction and monitor these on regular basis
- Develop staff which will include health & safety, communication of shared goals and ensuring that effective performance development reviews (PDRs) take place on
- Managing staff in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, pay progression, leave and all other HR policies.
- Ensure that there is effective two-way communication to all levels of staff within area. This will include ensuring that team briefings take place and that Company and Trust objectives and values are communicated.
- Ensure that health and safety standards are understood and delivered across all of the hospital operations. This must include any agency staff and all employees from their first date working on site.
- Contribute to strategic discussions as part of the Senior Site Management team sharing ideas and best practice to improve site performance. Implementing new policies and procedures which have been discussed and agreed with colleagues
- Management of 3rd party contractors used on site and ensuring that a quality and value for money service is provided. This will include the supply of any agency labour used and ensuring that the suppliers comply with all Company and Trust requirements.
- Understanding of contract compliance and being accountable for delivering services to the contract and service specification in an efficient manner.
- Accountability for escalating potential risks identified as appropriate. These risks may be operational, related to knowledge and people, financial, compliance or risks to the Company reputation.
- Provide written reports and witness statements to the Police as required and attend Coroners Inquests, Magistrate or Crown court to give evidence if required.
- To improve security awareness by directing people towards sources of advice or information.
- Ensure that all incidents relating to Security are recorded and investigated
- To play a role in crime reduction initiatives with the police.
- Responsibility for workforce planning within area ensuring that adequate
- Responsibility for all Sodexo & Trust Training requirements
- Any other duties as per contract requirement

6. Accountabilities – Give the 3 to 4 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Achievement of budget.
- Zero financial penalties in area of responsibility or evidence of significant improvement from previous penalties.
- Green audit" for all Safegard audits under area of responsibility
- Full compliance with all standards including Security and Health and Safety

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Strong operational background in Security within facilities management, leisure, retail sectors, (or related), ideally with exposure to the healthcare market.
- Hold SIA licence
- Strong leadership and influencing skills
- A composed disposition

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	V1	Date	July 2025
Document Owner	Tammy Sweeting		