

Job Description:
Group Security Manager

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| Function: | Security |
| Job:  | Group Security Manager |
| Position:  | Security Support Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Group Service Delivery Manager |
| Additional reporting line to: | Account & Business Improvement Manager |
| Position location: | Field Based |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Responsible for the support, management, and delivery of security function within the contract specification framework.
* This will include compliance, statutory, contractual and company regulations and processes.
* To support the wider management team with expert advice, guidance and practical management of a team of security Managers, supervisors, officers and residential assistants.
* Act as a key point of contact with our client and customer group, in relation to service issues, trends, initiatives and innovations
* Drive business improvement by working with key internal and external stakeholders to deeply understand the service delivery requirements, the goals and ambitions of the client and customer and the commercial model, to develop solutions that drive engagement, maintain stability, and enhance service performance
* Be a trusted advisor and partner to the account leadership and management team, by making data and insight driven recommendations that continuously improve service delivery and client/customer relationships
* Lead the social value agenda for employment of ex-offenders
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| 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  | * 3 Direct reports, following initial introduction/scoping period
* Role supports Double Waking Night Cover (DWNC) and manned guarding/security sites
* 52 Approved Premises; 104 residential assistants
* Site geographical range from Midlands to North East UK
* Excellent model of pro-social behaviours
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| 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. |
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| **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. |
| * Service operates within probation hostels (approved premises), requiring specialist security support from officers and residential assistants
* Maintenance of legal, commercial, and local compliance for operating security and DWNC, including adherence to Security Industry Authority (SIA) accredited practices
* Continual focus on improvement of service line will require a proactive approach to upskilling the security and DWNC team, through effective skills-gap analysis and design/delivery of upskilling sessions/training
* Working with external labour agencies and talent pipelines to build resilience ‘relief’ pool, thereby enabling increased self-delivery of service
* DWNC service line work night shifts only, therefore innovative solutions are required to aid communication and subsequent engagement with this group
* Role model safe behavior
* To act as a site Subject Matter Expert (SME) where appropriate to support other department managers and departments, offering guidance and support where required
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To drive operational excellence within assigned operational business area and ensure effective and consistent induction and onboarding of new colleagues
* Develop and continuously monitor progress against the security strategy, and translate that strategy into tangible guidance to the business
* Liaise with control room and contract schedulers to understand high risk resourcing areas and develop tactical approaches to address gaps on a long-term basis
* Identify ways to effectively engage, communicate with, and motivate colleagues within the DWNC and security service lines
* Ensure that the MOJ account remains legal and compliant in relation to security licensing across the estate, including SIA, BS7858, and BPSS standards, thereby avoiding enforced ‘stand-down’ of non-compliant colleagues
* Work closely with key stakeholders to understand resource gaps and drive effective recruitment and retention campaigns, including understanding trends in turnover
* To promote the Sodexo Quality of Life ethos in all security discussions and relationships
* Identify innovation opportunities, present business cases and liaise with the appropriate internal partners in order to evaluate and deliver service enhancement
* Ensure that our supplier partners are fully approved by Vendor Management, minimise agency spend and ensure that all potential risks are identified notified the group service delivery manager, contract director, and any other key stakeholder, as required
* Review monthly KPI failings to understand root causes, mitigate (where possible), and develop solutions to prevent repeat failings
* Maintain excellent ‘subject matter expert’ security knowledge/qualifications to ensure that the account always follows industry best practice
* To contribute to the growth of services in order to meet client and commercial expectations whilst maintaining strict budgetary control
* To attend any major incident as required, particularly where resolutions are required relating to policy, process or strategic operations
* Act as central liaison point in key relationships between NPS – Sodexo management
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| 6. 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. |
| * Colleague turnover reduced to below 15%
* Healthy pipeline of talent and robust resilience/relief pool
* Minimum service compliance rate of 98%
* Operational structure, including frontline, management, and scheduling, are optimal
* Security offer is innovative and high performing, as recognised by the client and key customers
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Solid experience of operating an effective security service and leading high performing security teams
* Able to prioritise effectively and respond pragmatically in high pressure, time sensitive contexts
* Strong commercial awareness, analytical skills, and a demonstrable passion for continuous improvement and customer service
* Excellent stakeholder management, communication, and presentation skills
* Professional membership of security bodies, including appropriate SIA licencing
* Experience of designing and implementing training/upskilling programmes
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction, Quality
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Commercial Awareness
 | * Business Consulting
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| * Employee Engagement
 | Industry acumen |
| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 23/12/2021 |
| Document Owner |  |

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