

Job Description:

Group Security Manager

Function:	Government Agencies
Generic job:	Security Manager
Position:	Residential Security Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	REGIONAL BUSINESS MANAGER
Additional reporting line to:	Security Platform – Service Operations
Position location:	North of England

1. Purpose of the job

- To be responsible for the efficient and effective day to day security management and supervision to provide a safe and secure environment in support of excellent people care and leaving people with a good impression of the security service.
- Responsible for the support, management and delivery of security within the service offering. This will include compliance, statutory, contractual and company regulations and processes.
- To ensure exemplary standards of security and customer service are provided to the client, visitors (and residents, where applicable) to the site at all times.
- To positively contribute to the performance, growth and profitability of the business including promotion and implementation of the Secure by Sodexo business model, recognising and acting upon further opportunities for provision of service to the client on site.
- To support the management team with expert advice, guidance and practical management of a team of residential assistants.
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2. Dimensions

Revenue FY20:	£2M	EBIT growth:	NA	Outsourcing rate:	5%	Region Workforce	50
		EBIT margin:	6%				
		Net income growth:	2%				
				Outsourcing growth rate:	n/a	DR & HR responsibilities	50
Characteristics							

- Resilient working in a dangerous environment
- Good moral fibre and a role model; the Ap environment is an enabling environment and can't make judgements on residents
- Confidant in own management style and able to make quick decisions on complex problems
- Good people skills
- Flexibility is key as it's a mobile management solution.

3. Organisation chart



4. Context and main issues

- Large geographical region, meaning a combined approach of remote support and on-site presence is required. Travel, overnight stay and unsociable hours in line with business requirements may also be necessary with a requirement to work night shifts alongside day shifts often necessary.
- Service operates within probation hostels (approved premises), requiring specialist security support from officers and residential assistants
- Strong, positive relationships with local emergency services is key to success of role, as well as effective collaborative working with other Sodexo external partners, MOJ and HMPPS employees and MOJ consumers and personnel
- Comply with all legislative requirements and Security Industry Authority (SIA) guidelines
- Adhere to any local client site rules and regulations
- Role model safe behaviour
- To act as a site Subject Matter Expert (SME) where appropriate to support other department managers and departments, offering guidance and support where required

5. Main assignments

- To continue to develop one's own skills and knowledge within the position, including any required training courses
- To maintain excellent client/customer relationships
- To attend regional and team briefs, huddles and meetings as required
- To attend your EPA to discuss and agree job performance, objectives and development activities
- To maintain professional work standards at all times
- To care for all company equipment (including vehicle) and ensure that any faults are reported to management
- To work in conjunction with other department managers to plan, organise and coordinate service activity within own assigned operational business area and across the region
- To ensure daily standards of service in assigned operational area, as detailed in the service level agreement, within the schedules of the contractual terms and conditions and in line with applicable Sodexo service offer standards are achieved, maintained and developed
- Maintaining strict budgetary control in line with client and Sodexo expectations
- To drive performance through adherence to all promotional activity and marketing initiatives

- To contribute to the achievement of regional budget performance as determined by segment business objectives
- To work in conjunction with the management team to ensure operational excellence within assigned operational business area with specific responsibility for labour management and performance of a defined group of employees.
- To manage on a daily basis the effective operation of the security service across multiple sites
- Monitor the financial performance of the security contract, and to conduct the necessary investigations and improvement plans in conjunction with the operational teams
- To ensure adequate staffing levels across all sites
- To process all holiday requests for direct reports and communicate these where necessary ??
- To support the training of newly appointed security officers/ residential assistants
- To liaise with Sodexo and Client personnel as necessary and as instructed in order to ensure the provision of an efficient and effective service.
- To complete and submit report forms relating to any accident/incident involving any member of staff, or visitors.
- To respond immediately to intruder/panic/fire alarms upon activation, via appropriate processes and systems of delegation
- To attend any major incident as required, particularly where resolutions are required relating to policy, process or an operational decision
- To ensure compliance with daily incident reporting
- To provide written reports and witness statements to the Police if required
- To attend Magistrate or Crown court to give evidence if required, as well as supporting team members who are required to give evidence, to ensure this is completed to the required standard
- To enforce Sodexo security related procedures including CCTV, Violence and car parking
- To improve security awareness by directing people towards sources of advice or information
- To play a role in crime reduction initiatives with the police
- If required, to monitor the CCTV system, access control system, fire alarm system and panic alarm system
- To carry out any other reasonable tasks and/or instructions as directed by senior management and/or service operations
- Represent Security Team in Internal meetings as required
- Represent Service line on any customer/client meetings as necessary
- Liase directly with sub contractors raising and resolving any issues
- Submitting reports on behalf of service line when requested
- Supporting and advising colleagues with HR CASES/HEALTH AND SAFETY INVESTIGATIONS
- Escalating issues/updates to SLT as appropriate.
- Direct line management of Scheduler
- Act as an SME for RA specific governance.

6. Accountabilities

Leadership and people

- The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will provide leadership and clear direction on all aspects of the assigned operational business area, ensuring assigned employees deliver on business objectives. The role holder is responsible for supporting the delivery of the people plan and subsequently developing future capability of front line teams. The role holder will lead by example and champion effective communication. The role is responsible for the recruitment, induction, performance and development of assigned employees and will manage the performance of those employees and support other department managers to achieve this, in line with Sodexo HR policy and procedures.

Risk, governance and compliance

- The role holder is accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area. The role holder will ensure that these processes are fully applied, complied with and adhered to within assigned operational business area.

Financial management

- The role holder is accountable for supporting the financial performance of the assigned business operational area in line with set budgets and as a contribution to overall regional financial performance. There will be a requirement to contribute to the monthly financial review process for the assigned operational area and also to ensure follow up on all improvement plan actions to support improved financial performance where necessary.

Relationship management client and team

- The role holder is responsible for managing client and customer relationships and developing and maintaining strong business relationships. The role holder must seek to understand the client's business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. The role holder will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client's business objectives. The role holder will understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service.

Operational management

- The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements. The role holder will effectively manage continuous improvements, taking corrective action where necessary and informing their line manager of performance issues. The role holder will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis. The role holder will support their direct reports in resolving daily operational issues within their assigned area, where required.

Service excellence

- The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised and expected standards ensuring the offer is meeting the customer's needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs and deliverable within budget.

Continuous development

- The role holder will be responsible for the continual development and improvement of all on-site services, resulting in improved services, increased sales and reduced costs. The role holder will also continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the budget figures are maintained and improved. When variances occur, to provide written explanation of costs and implement action plans for correction.

7. Person Specification

Essential

- Proven, in depth experience of working within an Approved Premises environment or similar environment.
- To be able to develop and build good client & customer relationships
- Proven experience of delivering a Security service,
- Strong commercial, financial & communication skills
- Able to prioritise effectively and respond pragmatically in high pressure, time sensitive contexts

- To be able to write concise, accurate and legible operational logs, security reports, and statements
- SIA Licence Holder/BS7858
- Able to demonstrate achievement of continuous improvement in the workplace

Desirable

- Good presentation skills
- Experience of working within facilities management

8. Competencies

▪ Growth, client and customer satisfaction, quality of services provided	▪ Industry acumen
▪ Rigorous management of results	▪ Analysis and decision making
▪ Leadership and people management	▪ Planning and organising
▪ Innovation and change	▪ Training and development of employees
▪ Brand notoriety	

9. Management Approval – To be completed by document owner

Version	1	Date	28/05/21
Document Owner	KD		