

LEEDS CASTLE

DESIGNED TO ENTERTAIN & AMAZE

SECURITY MANAGER

Role Profile & Job Description



LEEDS CASTLE

JOB DESCRIPTION

JOB TITLE: *Security Manager*
REPORTS TO: *Head of Estates Services*
RESPONSIBLE FOR: *Management of Security Functions*
DEPARTMENT: *Estates Services*

LOCATION Leeds Castle is a stunning, 900-year-old moated castle, set in 500 acres of Grade II listed parkland, situated in the beautiful Kent countryside. The Castle has been open to the public through the Leeds Castle Foundation since 1974 and continues her story as a glamorous retreat and popular visitor attraction.

PURPOSE To lead, inspire and motivate your team to provide the highest level of security management throughout all Leeds Castle operations, whilst providing expertise and guidance in respect of all security requirements for Leeds Castle including ensuring compliance with legislation and best practice.

KEY TASKS

- To liaise with Head of Department, Managers and staff to in the management of all security matters for Leeds Castle.
- To keep accurate records of all incidents and provide written reports when required.
- To be fully conversant with the intruder, CCTV and Fire Alarm systems and to ensure that the equipment and all associated components meet industry standards.
- To take the lead in managing all incidents at Leeds Castle including but not limited to:
 - Fire Evacuation
 - Emergency Procedure including Terrorism
 - Incident Control

- Ensure all security staff comply with the Leeds Castle Standard Operating Procedures.
- To regularly review Operating Procedures to ensure that they are current and relevant, including liaising with affected departments so as to ensure that all teams are fully compliant.
- To carry out training on security matters when required.
- To maintain high levels of professionalism and standards to ensure personal integrity and conduct are above reproach.
- To ensure the confidentiality of any matters relating to Security at the Leeds Castle Estate.
- To oversee the Security operation throughout, when popular events are scheduled.

CORE ACCOUNTABILITIES

- Effective use of the training budget to achieve optimum results.
- Delivery of an exciting, stimulating range of training initiatives.
- Effective, confident trained staff.
- Play a key role in ensuring the best level of customer service is provided for all guests, including providing first aid when required.
- Excellent organisation, communication and team building skills.
- Follow Company regulations in Health & Safety and maintain a safe working environment.
- To ensure personal standards of presentation, performance and attendance beyond reproach at all times.

SKILLS, KNOWLEDGE, EXPERIENCE REQUIRED

- Experience required in a similar security management role. Minimum of 2 years.
- Experience of working within a heritage and visitor attraction site.
- Experience of fire safety management and auditing.
- Experience of managing access control and CCTV systems.
- Strong attention to detail with the ability to prioritise workloads.
- Excellent Microsoft and IT skills.
- Strong team player.
- Knowledge of Equality, Diversity and Inclusion.
- Adaptable to surroundings.

In addition to your main areas of responsibility, the values and behaviours that are required from all our people for the successful delivery of our vision and strategy are summarised below:

VISION	To be the South's top heritage destination for relaxation, hospitality & experiences that surprise & delight
VALUES:	WELCOMING: Everyone is treated as a valued guest
	BEHAVIOUR: We welcome our guests with warmth & the personal touch, going the extra mile to make sure guests have a fabulous experience, while keeping them safe. We are inclusive, welcoming people of all races, genders, ages, sexualities & abilities. We build connections with communities & partner organisations to reach those who experience barriers to visiting.
	SURPRISING: We are a living, breathing heritage site, a place that uses its assets with joy. We look at life through a different lens, seeking surprising hidden stories & new approaches
	BEHAVIOUR: We are curious, think laterally & always look for the Leeds Castle 'twist' to make us stand out. We are agile, flexible & open to change.
	ENDURING: As estate custodians, we understand our assets, think long-term in caring for & improving them & leaving a healthy, positive legacy for future generations.
	BEHAVIOUR: We manage finances for the long-term, investing wisely & monitoring payback. Staff spend charitable funds prudently, always seeking best value. We minimise environmental footprint & work towards net zero carbon emissions. We plan regular maintenance & capital projects to protect our assets, doing the job properly & once. Our decision making is ethical, transparent & has integrity.
	NURTURING: We continue the estate tradition of looking after our people & communities.
	BEHAVIOUR: We respect different skills, experience & views. We work as one team, supporting & developing staff, recognising this is a lifestyle, not just a job. We take ownership of challenges & opportunities, successes & failures, always learning from experience. We are a good neighbour & partner, with a positive influence in Kent and beyond.

All candidates will be recruited against the above criteria regardless of their sex, racial, ethnic or national origin, disability, age, sexuality or responsibilities for dependents. We value a diverse workforce and celebrate our differences

This Job Description is not exhaustive. You should be aware that you may be required to perform other duties as required.

I have read and understood the above Job Description.

Signed Date