

BOROUGH MARKET

Security Supervisor – November 2021

Job Description

Job Title Security Supervisor

Purpose of the job To effectively supervise the delivery of the security functions at Borough Market, whilst working in a team to provide the Market and the Trust’s properties with a 24-hour patrolling security service.

To contribute to the smooth operation of the Market through reviewing and implementing procedures. To feedback and report to the Operations Management team.

This role shares responsibility for the management of the Security Guard team, providing clear instructions and ensuring that all tasks are carried out in line with Borough Market’s policies and that Security Guards are properly briefed and equipped to do their roles.

Reports to Head of Operations

Direct Reports Security Guards

Key Internal/External Relationships

External

- Leaseholders
- Stall and Standholders
- Visitors to the market
- Local police
- Southwark Council
- Contractors

Internal

- Interim Operations Director
- Head of Operations
- Interim Operations Manager
- Security Guards
- Cleaning Team
- All staff
- Board of Trustees

Key Responsibilities

Security Supervisor Duties

- Ensure security team are aware of and have copies of their shift rotas.
- Maintain accurate timekeeping records of incoming and outgoing Security Guards.
- When necessary and at short notice, arrange cover for absent or sick guards, or on request from the Operations Management team arrange additional cover.
- Appraise security guards.
- Carry out incident investigations and deliver reports to the Operations Management team.
- Escalate out of hours site-based emergencies to the Operations Management team.
- Monitor and operate on-site CCTV equipment. Ensure compliance with the Data Protection Act and CCTV Code of Practice.

BOROUGH MARKET

Security Supervisor – November 2021

- Monitor and respond to the BCRP Southwark SNT radio.
- Ensure that team members download the body cams and charge after each shift handover, reporting any issues or malfunctions to the Operations Management team
- Ensure that team members put radios on charge after shifts, and report any faulty radios to Operations Management team.
- Ensure that daily and weekly checklists are completed and filed.
- Ensure timely patrols of the Market and the property owned by the Market, and as part of the security team provide a 24/7 security service, paying special attention to the more vulnerable locations
- Ensure the security of all Borough Market property keys, providing access to traders and contractors as required, logging any key handovers and ensuring keys are returned.
- Ensure procedures in place for a proper handover of keys and information at the end of each shift
- Take the lead when on duty, ensuring effective, immediate and appropriate action when incidents arise, ensuring that the post holder's and colleagues' personal safety is preserved at all times.
- Report all incidents to Operations Management team, other senior management, local police or health and safety authorities as appropriate, and ensure that the Market's reporting procedures are followed
- Liaise with local police as necessary, with regard to security and sharing of relevant local information
- Facilitate the access and egress of vehicles to the Market for deliveries and parking, and achieve a safe and effective flow of traffic through the Market
- Upholding the Bye Laws that govern the running of the market and ensure that approaching roadways and unauthorised parking are appropriately managed.
- Alert the cleaning team of any issues that require action to ensure the highest standards of cleanliness, essential for a food market, are achieved.
- Take appropriate action when observing illegal dumping of rubbish, abuse of the Market's facilities, or damage to the Market's property.
- Ensure that all traders adhere to regulations of the Market.
- Be responsible for deliveries entering the Market
- Checking with film crews that they have permission to be in the Market, and if they don't have appropriate documentation, directing them on how to apply for permission.
- Liaising with traders to ensure that the security team are aware of any issues arising, collecting details for overnight deliveries, receiving deliveries on behalf of traders and contributing to the smooth running of the Market.
- Liaising with the security team and raising any staff issues with the Operations Management team.
- Assisting the Operations Management team with any other duties as and when required.

BOROUGH MARKET

Security Supervisor – November 2021

Person Specification

Qualifications

- Possess a valid SIA Door Supervisor license
- Possess a valid SIA CCTV license (or willing to undertake training)
- Fire Safety training/competency
- Possess valid First Aid at Work inc AED training (or willing to undertake training)

Previous experience/sector

- Supervisory experience, leading and working as part of a team in a security or related environment

Technical Skills/Knowledge

- Knowledgeable and experienced in general security roles, patrols and types of incidents that may occur in a public environment
- Knowledge of criminal and civil law and powers associated with the role of Security Guards.
- Knowledge of Health & Safety issues in relation to security matters
- The ability to maintain accurate written records which are structured, clear and concise

Commercial/Business skills

- Good computer literacy and skills

Managerial/Leadership Skills

- Previous experience in a supporting role
- Leadership skills
- Calm, responsible and authoritative
- Strong written and verbal communication skills
- An effective team member with a flexible approach to work and colleagues

Motivation

- Commitment to the sustainable vision of Borough Market for quality produce and customer experience.

Status of role

- Permanent, Full-time role. Shift working required
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