

Job Description

Service:	Operations/Shared Monitoring Service
Job title:	Door Supervisor Event Staff
Grade:	Grade D
Hours of work:	Variable
Responsible to:	Assistant Monitoring Centre Manager, and then Service Centre Manager
Responsible for	
Direct reports:	None
Indirect reports:	None
Budget:	None

Purpose of Post:

1. You will ensure the safety and security of people, premises, and property.
2. To maintain flexibility and a willingness to work additional hours.
3. To provide control of access and egress for planned events.
4. To ensure that the premises is locked and secured at the end of the event/shift.

Key Deliverables:

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within the shared service.


1. To ensure all logs, reports and records are produced accurately and promptly, covering all activities.
2. Monitor fire and security alarms and carry out the required action to resolve the issue.
3. Door Supervisors are to attend all training agreed between themselves and the Assistant Manager and/or Service Manager.
4. Ensure that reasonable care is always taken for health, hygiene, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the service.
5. Undertake patrols and inspections in accordance with Assignment Instructions, Standard Operating Procedures and Premises Security Manual.
6. First aid trained to provide relevant treatment.
7. Assist staff and visitors to site.
8. Great visitors and ensure relevant security procedures are carried out.
9. Ensuring that no unauthorised persons are permitted in prohibited areas.
10. Maintaining an accurate record of any incidents that occur, using correct reporting and recoding procedures. A commitment to providing first class customer service is essential.

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Knowledge and Qualifications	<ol style="list-style-type: none"> 1. Essential – Must hold a SIA Door Supervisor licence. 2. Essential - Conflict management aware. 3. Essential - Good report writing skills.
Experience	<ul style="list-style-type: none"> • Desirable - A commitment to providing first class customer service is essential. • Desirable- Significant experience in security, HM forces or emergency or operational / customer services environment • Desirable - Experience in working with an events team.
Skills and Abilities Specific skills the applicant would need to do the job	<ul style="list-style-type: none"> • Essential - Ability to communicate clearly and accurately orally and in writing. • Essential - Good concentration skills and ability to notice and record detail. • Essential - Reliable with excellent time-management skills. • Excellent communication and interpersonal skills. • A polite and courteous manner. • A good level of physical fitness. • To be decisive and quick-thinking. • A calm, assertive manner, to defuse potential conflict situations. • Good observation skills, remaining alert to any potential issues. • Good teamwork skills. • Impeccable personal presentation
Decision Making and Impact on Others	Decisions to allow or refuse entry can impact on the event and attendees. SIA conflict

Controlling access and egress on site.	management training to be adhered to at all times.
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	External customer contact will be 85% at all events. Internal comms – control room staff 15%
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant	<ul style="list-style-type: none"> • Ability to work at short notice. • Ability to prioritise workloads. • Willing and able to work extra hours if required, to cover for holidays, sickness and special events to maintain service delivery and assist team members. • Ability to work alone or in teams. • Ability to work calmly under pressure in stressful conditions (e.g. police/public emergency incidents) • Personable and positive attitude, caring and supportive nature • Supportive of colleagues, and a willingness to embrace change management
HDC values 	<p>The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p>

	Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children