

**Waddesdon**  
**Job Description**

Job Title:	Security Manager
Reporting to:	Head of Security and Transport (HOST)
Date:	April 2019

Waddesdon Manor is a historic house open to the public. Created by Baron Ferdinand de Rothschild from 1874, it is home to the Rothschild Collection and was bequeathed to the National Trust in 1957. Today it is managed independently by The Rothschild Foundation, under the chairmanship of Lord Rothschild. It currently welcomes in the region of 470,000 visitors per year.

Waddesdon is a dynamic place, bringing together a world class collection of decorative arts of the 18th century, displayed in original historic interiors including portraits, furniture and porcelain, books, textiles and sculpture. It has a growing collection of contemporary art, a temporary exhibitions gallery and a flourishing exhibitions, education and public events programme. It also features one of the finest Victorian gardens in Britain, a working Aviary and is at the heart of the working Waddesdon Estate. It encompasses a range of commercial activities including retail, catering, a hotel and a conference and wedding business.

**Key areas of activity:**

The Security Manager (SM) is a new position and will be primarily responsible for the daily operation of the Security department. This will include managing the team of three Security Supervisors and six Security Officers who work on rota basis, covering day and night shifts for 24 hour cover, working closely with the Head of Security and Transport (HOST).

The SM will ensure the highest standards of response and communications from the team at all times, ensuring consistent high standards of service and support to all staff, contractors and clients. Awareness of the importance of this being a customer facing department, to ensure that the visitor experience of Waddesdon is positive and memorable at all times.

The SM will oversee and support the Security team performance in all aspects of their role. The SM will also be responsible for making adjustments to the high specification CCTV analytic alarms to maintain the best performance from this system for the team to respond to.

The Security team also undertakes site monitoring of CCTV for other National Trust Properties from the Waddesdon control room, which is a new development opportunity for Waddesdon. We will be actioning alarms, contacting site as required and carrying out site familiarisation visits when appropriate. The SM will need to coordinate this with the HOST and maintain excellent working relationships with the other NT properties.

## Responsibilities & duties will be to:

### Staff Management

- Joint line management with the HOST for 3 Supervisors
- Sole line management of the 6 Security officers
- Staff management and line management includes organising and holding the annual and interim personal development reviews (PDR). This helps to ensure the highest professional standards are maintained. PDRs, in addition to regular one-to-ones, will help identify any additional training requirements for all staff and help to produce plans as required. PDRs for the three Supervisors will be held with the HOST. PDRs for Security Officers will be held individually unless additional support is required.
- Ensure attention is given to staff engagement and retention.
- Advise the HOST of any staff capability issues and ensure file notes of any incidents or areas of concern are captured.
- Ensure the Security Department adhere to all company policies and procedures.

### Working Relationships

- Ensure effective and positive team working and team building within the Security department.
- Work closely with the HOST to ensure the effective running of the department through regular one-to-one meetings.
- Work closely with the EA to the Operations Department to ensure the effective collaboration of the staff rota and the additional support that the EA provides to the department.
- Foster excellent working relationships with all the Visitor Services Managers.
- Foster excellent working relationships with the IT systems and Software Manager.
- Keep good relationships with all management across the wider organisation including the Waddesdon Estates and The Five Arrows.
- Keep good relationships with all Contractors.

### Security Systems Management

- Oversee and update the settings of the CCTV analytics system to ensure effective response from the security team,
- Update the ANPR vehicle authorisation system as required coordinating with the EA to Operations.
- Respond to alarms, monitor any faults and advice the HOST on remedial action.
- Assist the HOST in all aspects of project management when required.
- Oversee security alarm, fire alarm and access control system servicing. Ensure that the HOST is aware of any potential new issues or unbudgeted costs.

### Security Department Daily Operations and Routines

- To have a full understanding of the role of Security Officer and be able to undertake the duties of the role. This will enable the SM to have confidence in all operating procedures, a detailed understanding of all buildings and an awareness of the responsibility of all security staff
- You will be undertaking a shift pattern that will allow you to work alongside each of the staff you are responsible for

- In support of department budgeting, advise the HOST where improvements or possible cost savings can be made within the department, without affecting quality or performance
- Oversee and update all procedural plans and documentation, working closely with the HOST and the team to achieve this, including the department emergency plan
- Manage and work alongside the three Security Supervisors
- Oversee the update of department risk assessments as required and update annually
- Respond to first aid incidents involving staff, visitors and contractors if required, ensuring all paperwork is submitted to the H&S Coordinator
- Oversee the administration of the department, including incident/accident reports, uniform ordering, stationery, and other duties as required
- Ensure that all electronic filing in the department is up to date and organised, using the SharePoint records management system
- Plan personal annual leave in agreement with the HOST to ensure that the HOST and SM are not both away at the same time (unless in unavoidable circumstances)

## Skills & experience

### Essential

- A minimum of two years of supervisory experience in the security industry
- Experience in managing a team and building effective team working relationships
- Full driving licence
- Strong co-ordination and planning skills, and strategic thinking
- Excellent time management and organisational skills
- Excellent communication skills and a friendly and approachable manner
- Strong MS Office Suite skills
- Ability to effectively delegate to others, and explain what is required
- Confident and able to persuade and negotiate

### Desirable

- Security control room experience would be an advantage
- Experience in operating and programming CCTV and access control systems. (Further training will be given)
- Experience of working with Fire Alarm Systems
- Fire Managers training (training can be given)
- First aid qualification desirable (training can be given)
- An interest in historic houses, museums, gardens, collections and exhibitions would be an advantage

## Terms & conditions

Salary: £29,000 per annum

Hours: 42 hours per week, annualised hours based on a 12 hour shifts. Shifts are a pattern of days and nights including weekends. Shift pattern is planned and agreed with maximum advance notice. During certain shifts the

Security Manager (SM) will be working frontline alongside the team, and at other times the SM will be focusing on managerial duties

Annual Leave: 25 days plus 8 Bank Holidays, increasing to 28 days after three years of continuous employment.

Location: The office base is the Security control room in the main Manor building. There will also be times when you will work in the Operations building. continuous service;

Pension: Employer matched Pension Scheme up to 10%

Benefits: National Trust staff discount card for you and your partner providing entry to Waddesdon Manor and other NT properties, 20% discount in NT catering and retail outlets and the Five Arrows Hotel and 10% off Rothschild wines.

Free parking

### Recruitment process

In order to be considered for this role, please submit your CV along with a covering letter explaining how your experience and skills match those outlined above (no more than 2 pages of A4), and send by email to [applications@waddesdon.org.uk](mailto:applications@waddesdon.org.uk)

**Deadline for applications:** 11pm, Sunday 21 April

**Interviews:** Week commencing 29 April