

# JOB

# DESCRIPTION

## Security Contract Manager

<b>Job Title:</b>	Security Contract Manager
<b>Department:</b>	Contract Management
<b>Reporting to:</b>	Head of Contract Management
<b>Responsible for (staff):</b>	Zonal Security Leads, Zonal Security Support
<b>Location:</b>	Field
<b>General Purpose of Role:</b>	Responsible for the management of the security contract performance in order to achieve a fully operational and high-quality service for Sainsbury's, Argos and their customers and colleagues.

## ACCOUNTABILITIES

The role of the Security Contract Manager will be to manage the ongoing performance of the contract from a service point of view. The role holder will do this by using targeted data driven intervention and field team input to challenge performance. The role holder will be required to work closely with the Crime & Security team to ensure a high level of service is provided to the client in making Sainsburys Argos a safer place to work and shop

- Management of Security Contractor performance metrics in support of contractual requirements and Arcus KPIs
- To lead, manage, inspire and influence the Arcus security team to deliver ever improving results through robust process management and stretching targets that ultimately reduce risk for colleagues and customers
- Accountable for the performance of the overall Arcus security team,
- Timely delivery of reports detailing Security Contractor performance, development plans and achievements within agreed formats and timescales
- Responsible for the management of National Security Contractor performance, to ensure service delivery in accordance with the agreed contract terms
- Support Sainsburys projects through the agile ways of working
- Responsible for monitoring Security Contractor SLA performance using Management Information data whilst driving continuous performance improvement
- Ensure the Arcus security team provide the correct level of incident management support needed.
- Responsible for planning, organising and chairing regular Performance Reviews with Sainsburys team.
- Be the prime point of contact for the Client in relation to performance of Arcus Security team
- Provide escalation support for the operational Field Team and Helpdesk in relation to security Contractor service delivery and performance

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- Must be flexible and able to support the Crime and Security team through out of hours cover and weekend working on a rota basis.

## KNOWLEDGE AND SKILLS

### Knowledge & Experience

- Track record of managing third party contractor service delivery performance
- Successful experience of a client interface role at senior level
- Experience in the use of high volume data for the purposes of trend analysis and performance improvement
- Experience in a security environment preferable
- Experience within a retail environment preferable
- Extremely organised and capable in prioritising work and meeting deadlines
- Excellent interpersonal skills, able to build relationships at all levels
- Able to absorb information at pace
- Ability to represent Arcus and project a professional image at all times
- Good negotiation skills and the ability to influence at all levels
- Ability to plan, organise and chair formal meetings at all levels
- Capable of preparing and delivering presentations to senior management and the client
- Ability to analyse processes and identify gaps and improvement opportunities
- Able to apply strategic thinking to identify potential innovation and synergies that drive cost transformation and service enhancement

## VALUES & BEHAVIOURS

### Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

### Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

### Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others