

JOB

DESCRIPTION

Zonal Security Lead

Job Title:	Zonal Security Lead
Department:	Contract Management
Reporting to:	Security Contract Manager
Responsible for (staff):	None
Location:	Field
General Purpose of Role:	<p>The role of the Zonal Security Lead will be to support their designated zone with the day to day management of the security provision, reviewing risk and ensuring support is provided where required to ensure the welfare of colleagues and customers within Sainsburys stores and other/additional relevant Sainsbury's locations.</p> <p>You will need to work proactively utilizing the security dashboards identify opportunities for change and continuous improvement you will also need to work reactively and at a quick pace where live incidents have occurred within the zone.</p> <p>The role holder will have to deliver and demonstrate effective communication skills across all levels of the business to show direction and ownership.</p>

ACCOUNTABILITIES

- Working with the Crime and Security team within Sainsburys to understand project role out, and how this will be managed at zonal level, ensuring full engagement, communication and updates to relevant regional and zonal representatives. Involving SOMs where needed to drive officer integration
- End to end management of PIRR & CRIBB completion, ensuring client expectations are met, with an accurate account of the accident and collecting relevant information including CCTV reviewing. Additionally, highlighting stores at risk and working closely with the national security coordinator to look at long term solutions
- Must be flexible to enable support nationally if required.
- 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
- Management of zonal security contractor performance, to ensure service delivery in accordance with the agreed contracted terms such as KPI attainment/penalty clauses
- Ownership of working with the ECR to highlight zonal watch outs/trends, coaching key stakeholders around what should be logged through the ECR and the level of detail completed
- Support Sainsburys projects through the agile ways of working
- Ownership of working with the crime and responder team within the client to understand zonal level of intelligence being received, attending meetings in partnership with the client at police meetings/NBCS to support engagement.
- Auditing and reviewing the Mitie management team on the evaluation dashboard periodically at zonal level to highlight opportunities/risk at regional level, working with the guarding service (SOM) to capture underperforming officers, to ensure agreed actions/time scales are put in place to improve service level both zonally and contractually

JOB

DESCRIPTION

- Working with the service provider utilizing the SMART dashboard to understand zonal risk/target areas, reviewing the number of incidents reported to ensure resource is being deployed based on risk. Ensuring the day to day coverage is in the right stores within the zones, linking in with the SAMs to ensure a dialed-up approach
- Management and ownership of attending monthly guarding service SAM meetings at zonal level with both the client and guarding provider to review periodic data and trends to highlight opportunity and celebrate success. Understanding feedback from the client and service provide to improve ways of working
- Own the contractual relationship with the security provider at SAM and ZOM level and be the prime point of contact for the client in relation to performance through period meetings, reviewing KPI's/ periodic data/SMART putting actions in place to drive improvements with effective timescales
- Audit Mitie management of season guarding coverage supporting with event risk management plans. Provide an overview of additional support required i.e. guarding/mobile patrols. Ensure previous data is reviewed both at SMART level and from police intelligence to ensure they have prioritized accurately
- Regional police meetings in high risk areas including local councils, universities, schools. Advocate the use of radio link between different parties leading the way for safer communities
- Build and deliver and security specific escalation route for our client to follow ensuring End to end management of security related escalations.
- Work alongside Zone RBEMS where security issues have impacted the fabric of the store and require additional support and intervention
- Drive change and share continuous improvement ideas submitted through a business case, these should offer an increase to the client experience and commercial benefit

Knowledge and Skills;

- Understanding of crime and security within the retail sector
- Proven track record of successful project management
- Able to identify and deliver project change that support business strategy
- Working in a cross functional environment
- Experience of working successfully and collaboratively across different business functions and teams.
- Ability to communicate effectively across functions and levels within the business
- Ability to foster great relationships internally
- Strong influencing and high levels of resilience to support in managing change
- Ability to set and pursues project goals without direction, can manage workload through organization and priorities effectively to meet deadline
- Understands the client culture
- Can manage large amounts of data/understanding trends and simplify
- Continually looking for better ways of working and solutions to improve service level
- Highly commercially aware understanding Arcus and the business knowledge
- Ability to listen to, understand and act on feedback given on personal and project performance
- Flexible and able to support the client through weekend and out of hours cover where needed
- Work on-call providing national security support.

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