

JOB

DESCRIPTION

Zonal Security Support

Job Title:	Zonal Security Support
Department:	Contract Management
Reporting to:	Security Contract Manager
Responsible for (staff):	None
Location:	Redditch
General Purpose of Role:	The role of the Zonal Security Support will be to support the ZSL out in the field with the day to day management of the security provider at zonal level. Improving the overall zonal performance by having the ability to use data driven intervention based on KPI input to highlight opportunities to keep colleagues and customers safer. Reduce risk via regional performance levels, store specifics, trends, using the SMART/RISK dashboard. The Admin support role will work with the crime and security team within Sainsburys to drive innovation, to improve and deliver a high standard service at zonal level.

ACCOUNTABILITIES

- Management of Security Contractor performance metrics in support of contractual requirements and Arcus KPIs
- Build and maintain effective professional customer relationships and communications
- A point of contact for the Customer
- Help manage customer service delivery and communications
- Support the ZSL and Contract Manager with data for small works and Projects and reactive calls
- Working closely with relevant helpdesk in order to help keep the customer updated
- Collate data and formalise trackers, and Trend graphs for comms to the customer and within the Business
- Support projects through agile ways of working
- Respond to any client queries relating to job updates through Verisae
- Visit stores for incident management where needed across the zone.

KNOWLEDGE AND SKILLS

Specific Qualifications:

- Successful experience of a client interface
- Experience in the use of high volume data for the purposes of trend analysis and performance improvement
- Experience in a security environment preferable

JOB

DESCRIPTION

- Experience within a retail environment preferable

Knowledge & Experience

- Knowledge of performance measurement processes, SLAs and KPIs
- Understanding of Quality Management Systems and continual improvement processes
- Understanding of Health & Safety obligations and Legal compliance
- Extremely organised and capable in prioritising work and meeting deadlines
- Team player who is capable of working autonomously in supporting Service for the client
- 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
- Capable of preparing and delivering presentations to senior management and the client
- Ability to analyse processes and identify gaps and improvement opportunities
- Confident communicator both verbal and written
- Self-motivated and driven
- Professional in approach at all times
- Methodical and analytical
- Strong team skills
- Ability to work in an agile and collaborative way
- Customer focused
- High ethical standards
- Passion 'Can do' attitude and willingness to develop

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