

VACANCY

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| LOCATION | - | London / West End |
| POSITION | - | Senior Supervisor – Luxury Goods |
| REPORTING TO | - | Contract Manager |
| HOURS OF WORK | - | Shift work covering 12 hrs a day 5 day a week (Sunday/Monday off) |
| RATE OF PAY | - | £10.50ph - increase to £11.00 after 3 months service, subject to Client approval |
| CLOSING DATE | - | Ongoing |

The security team in this high profile, luxury retail location is required to balance the needs of customer service experience and the security of customers, employees and the client's products. Good interpersonal skills with strong oral communication are essential. Successful candidates will be required to maintain a high level of personal appearance, be physically fit and able to conduct themselves appropriately in a customer facing role at all times. The ability to work as a team member and to support colleagues in the completion of their duties are essential within this role.

KEY TASK AREAS / RESPONSIBILITIES

- Reporting to the Contract Manager on all activities for the month to include: financial reports, nonconformities, training, staffing levels, leavers, new recruits, etc.
- Maintenance of standards & discipline of the team.
- Overall responsibility for maintaining up to date personnel and training records on all members of the team. Liaison with ICTS personnel department/ and contract manager to keep their records up to date.
- Manpower relief
- Attend client meetings
- Appraisals
- Liaise with all supervisors
- Ensure all procedures are up to date.
- Rosters
- Communication with other team members and management of ICTS and client
- Support Contract Manager as required on day to day responsibility for response to related incidents and the accurate preparation and timely submission of any reports, statements or follow up actions that are required as per both ICTS and client procedures.
- Carry out investigations into serious incidents, liaising with police, victims or ICTS management as required.

PERSON SPECIFICATION

Essential

- Strong English language skills
- Computer literate
- Clear and confident communicator
- Customer care experience
- High standard of personal appearance
- Physically fit
- Luxury retail experience

- Ability to lead, guide and manage a team
- Previous proven security supervisor experience
- SIA Door Supervision/Manned Guarding licence

Desirable

- First Aid at Work
- SIA PSS CCTV license

We take our commitment to principles of fairness and mutual respect for people of all faiths and cultures seriously and we expect our employees to do so as well. We take firm action where any concerns are raised both internally and by our clients, customers and members of the public.

All applicants must have correct documentation enabling them to work here and also have a permanent NI number.

Internal candidates will be expected to show a good attendance/timekeeping record and also a good performance in their previous role(s).

This position may be subject to Client/Board approval.

All Managerial positions and Promotions are subject to a probationary period of 6 months.

Please Note: The probationary period can be extended should the candidate's performance not meet the required standard.

Interested parties should download an application from www.icts.co.uk and email it to work@icts.co.uk

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