The **acc** Liverpool Group

THE ACC LIVERPOOL GROUP
Job Description & Role Profile

Operations and Venue Management

Control Room Supervisor

REPORTS TO: Security & Incident Manager

DIRECT REPORTS: Control Room Operatives

JOB PURPOSE

To contribute to the safety and security of The ACC Liverpool Group premises, staff, guests, and visitors.

To lead the Security Control Room operatives and the daily running of all procedures.

To act as Incident Manager on events when required and lead on the coordination of all Incident management across the ACC Liverpool Group campus.

To monitor, operate, evaluate, and maintain all Security Control Room systems.

MAIN DUTIES AND RESPONSIBILITIES

- Understand and actively contribute to the delivery of The ACC Liverpool Groups Security Strategy and Venue Risk Assessment to ensure requirements are met.
- Proactively monitor, operate and evaluate ACCL CCTV surveillance systems to ensure the safety + Security of ACCL campus.
- Supervise Control Room Operatives tasks and follow up on daily audits and checks.
- Manage the deployment of security officers during their hours of work, ensuring they are completing their duties to the highest possible standard.
- Daily management of the team rota to ensure appropriate cover that aligns itself to the resource levels dictated in the Current Security measures.
- Complete regular KITS and appraisals with security officers in line with company appraisal process.
- Lead the daily management of Incident Management software, HALO, maintaining accurate records of all Incidents and the actions taken.

- Manage the deployment of security officers during their hours of work, ensuring they are completing their duties to the highest possible standard.
- Lead on the coordination of evacuation and all other incident management procedures when acting as Incident Manager, escalating through the appropriate channels when necessary.
- Liaise with emergency services and other relevant stakeholders when necessary.
- Supervise the operation of the ACCL campus fire detection system, including fire activation control, isolation requests and daily maintenance, reporting any faults to service provider.
- To champion sustainability through active monitoring of the ACCL campus and usage of equipment.
- Maintain access to ACC Liverpool premises and restricting access to ensure there are no unauthorised personnel.
- Maintain a detailed understanding of The ACC Liverpool Groups visitor management system and support procedures to ensure they are adhered to.
- Report any Health and Safety, Venue defects, Security Incidents or anything else required via HALO.
- Manage the daily operation of the contractor management system and all issuable items.
- Supervise the weekly and monthly PPE Programme ensuring completion.
- Manage the ACCL lost property process and all lost and found items.
- Work with the Security & Incident Manager to develop, improve and implement the assignment instructions for the campus.
- Assist security management in developing standard processes and procedures for the security team and ensure they are implemented.
- Support the Event Managers pre, during and post events on all matters related to security.
- Work closely with the Events delivery team on live events utilising the appropriate systems to aid a safe and secure event delivery. This will include CCTV, PAVA and access systems.
- Manage the day-to-day use of the Cortech operating system within the Security Control Room.
- Communicate and liaise effectively both verbally and in writing with all visitors to The ACC Liverpool Group to ensure excellent standards of customer service.
- Undertake any other duties that are necessary within the Security Control room.
- Perform general administration duties as and when required.

GENERAL

- To contribute to the success of our One Team culture to deliver our aims and objectives, maintaining a flexible and positive attitude.

- To adhere to The ACC Liverpool Group's Health and Safety policies and procedures and to observe a duty of care to all visitors, staff and contractors to ACC Liverpool.
- To undertake any other duty commensurate with this post as determined by your manager.
- This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.
- It is inevitable over time that the emphasis of this job will change, therefore this information will be periodically reviewed, revised and updated involving the post holder.

ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
TRAINING & QUALIFICATIONS	SIA Door Supervisors licence SIA CCTV licence CPNI Security Control Room Operatives ACT awareness First aid at work	Essential Essential Essential Essential Essential	
EXPERIENCE	Demonstratable experience of Security Control Room operations Demonstratable experience of incident management	Desirable Desirable	
SKILLS & KNOWLEDGE	Developed customer service skills Awareness of evacuation procedures Developed IT skills Awareness of Action Counter Terrorism (ACT) guidance	Essential Essential Essential Desirable	
KEY ATTRIBUTES	Pragmatic, resilience, influencing, confidence, good communicator	Essential	

Key for How Measured:

I - Interview   **P** - Presentation   **A** - Application   **E** - Exercise   **T** - Test   **AC** - Assessment Centre   **CS** - Case Study

Signed by Employee:

Date:

Signed by Line Manager

Date