

JOB DESCRIPTION

Position:	Security & Safety Manager	Department:	Security Department
Reporting to:	General Manager	Date:	February 2024
Report Indirectly to:		Prepared by:	

POSITION SUMMARY:

To serve the needs of the business, our guests and our colleagues by safeguarding the physical well-being of the property, and its employees and guests. It is important that the security manager has experience in handling the various emergencies and issues that can arise in relation to hotel security and is able to advise management on all security matters.

At Corinthia, we are proud to represent our hotel and our country to guests from all over the world. We treat our guests and our colleagues with respect and work hard together to deliver the highest quality of service to all.

DUTIES AND RESPONSIBILITIES

Please note that this is not an exhaustive list of everything that needs to be done. Corinthia colleagues always find new ways to look after the business, their guests, and their colleagues. Within this, the key responsibilities for this position are:

Ensure the effective implementation of all operational security procedures within the hotel.

Management and security oversight of all contractors, suppliers or vendors working on property.

To maintain a close dialogue and relationship with local security authorities.

Ensure that security officers provide a courteous and professional service to all customers, staff, vendors and suppliers.

To vet the daily functions and VIP arrival list and to ensure that security officers are deployed as appropriate

To account for the master keys of the property and their movements as well as key control in general.

To keep the hotel senior management informed on all matters relating to the Security aspects of the hotel on a daily basis.

Review and suggest adjustment to process based on current/future environments.

Initiate and pursue the prosecution of any person detected committing felonious acts against the hotel, its guests, visitors, employees or management involving local police and legal advisors as necessary.

Continually review the performance of security services employed by the resort and the individuals assigned to the property ensuring that guests are treated with appropriate courtesy and that an efficient security service is provided.

Closely monitor the entry and exit to colleagues and visitors to the resort to ensure that hotel property is secure and not subject to theft or pilfering and those unauthorized visitors are prevented from entering the resort premises.

Regularly liaise with resort Department Heads to promote the safe, secure, efficient and harmonious operation of the resort and its outlets.

Gather information and provide recommendations in regard to security equipment and initiate operator training for use and programmed maintenance of any equipment installed.

Continually evaluate and provide recommendations to the improvement of security procedures in the various departments paying particular attention to storage and transportation of cash, key control, stock control and personal security of guests and staff.

Report any health or safety hazard to the General Manager.

Attend all staff and training meetings when directed.

Ensure that all duties carried out are in line with the Resort Policy, with high standards of personal appearance, personal hygiene, correct uniforms and name badge as outlined in the colleague's grooming policy.

Incident/Emergency Handling

Incidents and Emergencies are emotionally charged situation, particularly when there are allegations of theft. All guests, staff or other people involved must be dealt with sensitively and professionally so as not to inflame the situation.

To professionally conduct full inquiries and follow-up activities for all security related incidents.

As required, to carry out formal searches on employees, locker rooms and place of work as directed by hotel management, with the presence of Human Resources Executive as a witness. All people interviewed or searched are to be presumed innocent unless proven guilty.

Fire & Health Safety Training & Equipment

To provide Fire Safety and Health Safety training & certification to all team members and track records.

Refresh the resort firefighting team yearly basis and conduct periodic fire drills in the property according to brand standard.

Inspect all Fire safety equipment like Fire Alarm System, Fire Hydrant System, Fire Extinguishers, Emergency exit signs, Emergency lights on regular basis and report engineering for follow action to avoid irregularities of machine's working order in all over the resort.

Train resort emergency response team and management team, how to handle emergency of crisis situation in calm and organize manner and keep record.

Refresh resort's First Aider with training in yearly basis involving 3rd party trainer in order to response appropriately to guests and team members. Maintain training records.

Colleague Management

To guide, supervise and motivate the performance of all security personnel.

To plan and carry out regular training for security personnel, involving other managers of the hotel as required.

Brief the Security Officers daily on duties required of them. Ensure that all Security staffs are at area of their assignment and are have the information and equipment required to do their jobs.

CONFIDENTIALITY

- Whilst working for the company there will be access to a wide variety of confidential information concerning the company, guests and employees.
- It is vital that all such information remains confidential and must not be disclosed to anyone outside the company, guests, and employees, unless otherwise stated. Please refer to the Employee Handbook for full policy details.

HEALTH & SAFETY

- To be aware of and comply with safe working practices as stipulated by the Health and Safety Act and as applicable to your place of work. This will include the incumbent's awareness of any specific hazards at the workplace.
- The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.
- To report any defects in the building, plant, or equipment according to hotel procedure.
- To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.
- To attend statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning:
 - Fire, Health and Safety
 - HACCP Regulations
 - Risk Assessments for your department
 - Hotel Fire & Bomb Procedures

OTHER INFORMATION

- As the hotel's level of business varies considerably, particularly in the various outlets, there is a need for flexibility in attitude, approach and working hours.
- The above description is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate.

TALENT PROFILE	
Experience:	<ul style="list-style-type: none"> • Experience in a similar role within a 5-star high volume environment desired. • Team leading and management experience. • Previous team leading training and experience
Skills & Knowledge:	<ul style="list-style-type: none"> • Customer Resolution skills • Team Training skills • Appraisal training • Strong personality
	<ul style="list-style-type: none"> • Additional European Language desired
	<ul style="list-style-type: none"> • Microsoft Office, Property Management System such as Opera, Internet and Point of Sale system such as Micros
	<ul style="list-style-type: none"> • Food Handlers Licence holder desired • Problem Solver
Education or Qualification:	<ul style="list-style-type: none"> • A degree or equivalent in operational management
Requirements:	<ul style="list-style-type: none"> • Ability to work varying shifts including weekends, nights and public holidays. • Ability to work long hours. • Good presence • Hands on approach • Good communicator and self-driven • Ability to drive the team to provide high level of service and consistency

I have read and understood the roles and responsibilities of the **Security & Safety Manager**

Signed.....

Dated.....