



Royal Albert Hall

JOB DESCRIPTION

Role:	Security Officer
Location:	Royal Albert Hall
Reports to:	Senior Security Manager
Supervised by:	Security Operations Manager

The Royal Albert Hall is the world's most famous stage and an inspiring and energising place to work. The venue has played host to an unrivalled history of events since it was opened by Queen Victoria in 1871, including all genres of music, circus, opera, dance, comedy, tennis, boxing, award ceremonies, film premieres and events of national significance. Hosting over 380 events in the main auditorium and more than 400 in other smaller spaces, it stands true to the vision of Prince Albert in promoting an understanding and appreciation of the Arts and Sciences. As a charity, the Hall is dedicated to maintaining the Grade 1 listed building and to giving access to all, through an eclectic mix of events, a thriving education programme and a range of daytime activities including a packed schedule of public tours and exhibitions.

OUR VISION AND VALUES

Our vision is to inspire artists and audiences worldwide with the magic of the iconic Royal Albert Hall, creating life-enriching, unforgettable experiences for everyone. The Royal Albert Hall is more than just a building. Together we are...

One team

Encouraging and harnessing each other's talents, valuing our differences, supporting one another and celebrating our achievements together

Passionate

Dedicated, creative, embracing new ideas, always seeking a better way; because together we are writing the story of the Royal Albert Hall

Open to all

Welcoming, warm, always professional; committed to providing as many people as possible with unforgettable experiences

THE ROLE

As a Security Officer, you will assist and support the Security Operations Manager and Senior Security Manager in providing a welcoming, secure and safe environment for all our staff, contractors, artists and visitors, including key responsibilities during an emergency.

You will thrive in a fast-paced busy environment and enjoy being active, you will have a proactive approach to health & safety and security with a real passion and commitment to providing excellent customer service to a wide variety of people and roles.



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KEY RESPONSIBILITIES

Security

- Maintain a constant, proactive and vigilant approach to all security procedures and protocols.
- Carry out internal and external patrols, day and night to ensure a safe and secure environment, proactively and appropriately engaging with and responding to all potential security issues, such as unusual behaviour, vehicles, items or occurrences. Record maintenance issues, potential breaches of security or unusual occurrences, along with action taken, in the 'Daily occurrence book'.
- Ensure that the Hall's CCTV system is monitored professionally, effectively and sensitively in compliance with the Hall's agreed standards and all relevant data protection regulations.
- Conduct individual bag or property searches, if directed to do so by the Duty Manager or a senior manager.
- Deal with any suspicious packages, maintaining own and others safety and dealing with these in accordance with Hall procedures.
- Ensure the effective control and maintenance of keys and security equipment.
- Respond to requests for security assistance from the Duty Manager, stewards or other members of staff and management during the office hours. Where necessary, assist in the removal of members of the public from the building where their behaviour is disruptive or presents a risk to others.
- Ensure that those who should not be granted access to the Hall are professionally and politely prevented from gaining access or escorted from the building.
- Actively maintain the confidentiality of information to which Security Officers will be privy, this may be around individuals or security sensitive information in relation to the Building. Using appropriate language; particularly within the public Stage Door working environment.

Customer Experience

- Proactively helping all visitors, staff and contractors, ensuring they feel welcomed and safe as they enter stage door and the loading bay whilst also ensuring they feel at ease throughout their visit at the Hall.
- Provide a professional, efficient, and approachable security service with associated switchboard and reception duties (Stage Door).
- Act as an ambassador for the Hall; paying meticulous attention to excellent attendance, punctuality, personal appearance, collaborative behaviour, professionalism and enthusiasm.



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- Resolve customer issues and queries in a prompt and professional manner. Respond empathetically to any complaints, seeking resolution within the limits of your role, or escalating to the Security Operations Manager.
- Communicate efficiently, succinctly and positively with all colleagues to support each other and to achieve the best quality of customer care and safety. Comply with radio discipline and etiquette.

Fire Safety

- Provide support and at times lead on emergency or evacuation procedures, in a calm and professional manner. Actively provide information to any emergency services when requested to do so. Assisting visitors and staff calmly and efficiently in the event of an evacuation.
- Monitor and respond immediately to alarm system activations to check designated areas of concern. Effectively use the Hall's PA system to notify Hall staff and patrons of situations or actions required of them.
- As part of the team, undertake regular testing of fire alarms and other security equipment, completing the appropriate logs, and notifying the Security Operations Manager or Senior Security Manager of any issues of malfunctioning equipment.
- Ensure and regularly check that the Hall's fire exit doors are free of obstructions.
- Where required, work as a Duty Fire Officer (training will be provided) during events to patrol the building and report potential risks to the Duty Manager.

Administration

- Conduct routine security administration including the issue of wristbands, Hall visitor passes and permits. Ensure that any lost property left at the Hall is securely stored, recorded and retrieved for the owner where appropriate.
- Maintain all security related equipment and working areas to a high standard of cleanliness and safety and report all defects or maintenance issues immediately.
- Maintain a thorough knowledge of role responsibilities in emergency situations and attend mandatory training sessions to ensure procedural knowledge is up-to-date.
- Complete incident reports, relevant records and logbooks, in a factual and professional manner providing sufficient detail whilst an adapting an open approach to incident interviews and investigations.
- Support and comply with the Hall's Fire, Health and Safety, and Security policies and procedures.
- Assist in the induction and training of new members of the team and or agency staff.



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Other Duties

- Undertake first aid training and provide first aid services to staff, visitors or patrons as required.
- Working with a Building Services Technician or Fire Officer, carry out the evacuation of people from lifts (training provided).
- Comply with relevant PPE requirements, such as ear protection, hard hats or Hi-Viz clothing.
- Undertake any other duties as may reasonably be required by the Security Operations Manager, Senior Security Manager, Duty Manager and/or Hall's management.

PERSON SPECIFICATION

Essential

- Customer focused with immaculate standards of personal presentation and willing to uphold the Hall's Vision and Values.
- Ability to absorb and react to alarms and new information very quickly and to recall procedural, building and event knowledge accurately and efficiently.
- Ability to make quick assessments and take appropriate actions to diffuse a situation and provide effective solutions, particularly with people demonstrating disruptive behaviour. Must be prepared to carryout physical intervention.
- Ability to maintain a sense of calm and control in difficult situations, minimising panic in others.
- Individual skills and characteristics which nurture effective teamwork to deliver exceptional service; co-operation, communication, motivation, flexibility, positivity and enthusiasm.
- Empathetic and responsive approach, always seeking a positive resolution to queries and problems.
- Reliable with excellent timekeeping.
- Capable of using the Microsoft Office packages (Word, Excel, Outlook) and generally IT literate.
- Willingness to undertake a flexible shift pattern, to include night shifts in accordance with the Hall's roster.
- Successful candidates should be physically fit enough to be able to undertake the required duties. This is an active role, including extensive floor walking, an ability to climb many stairs and some manual handling. Duties are carried out both inside and outside the building.
- Fluent English and excellent communication skills, with a confident ability to engage with both individuals and groups.



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Desirable

- Current First Aid certificate from a recognised Institution.
- Current SIA Door Supervisor license or willingness to obtain one.
- A good knowledge and appreciation of current security environments, the potential risks and threats and actions to mitigate these.

CONTRACT

This is an annualised hours contract. You are contracted to work a maximum of 1951 hours per year excluding your holiday entitlement (of 240 hours per annum), plus 3 protected standby days with an average of 1753 hours rostered in advance and the remainder of hours as owed hours during which you will be called upon to work according to the needs of the business.

We may also very occasionally require you to attend work on a rostered day off (for example to attend team training). This would be discussed with you in advance and any hours worked deducted from your owed hours balance.

The shift system is non-contractual and may be varied at the Hall's discretion to accommodate the Hall's business needs. Your shifts will normally be operated on a 12-hour day and night shift basis. Your normal working hours, although these may be subject to change, will be from 06:30 – 18:30 for a day shift and from 18:30 – 06:30 for a night shift. Shifts will include working on weekdays, weekends and bank holidays. The current working pattern is 2 days shifts, 2 night shifts, followed by a rest day and 3 days off.

HEALTH & SAFETY

You will have a good understanding of the Hall's Health and Safety guidelines and your responsibilities within these. Your role will include promoting a safe working environment and fostering a non-blame culture, adhering to any Health & Safety requirements, flagging any conflicts that may arise with Health and Safety and working towards finding effective solutions.

SUSTAINABILITY

The Hall is committed to maintaining and furthering greater sustainable practices in all areas of the organisation to act on climate change. Whilst working at the Hall, you are expected to embrace the Hall's Sustainability Policy and work to meet its objectives, putting sustainability at the forefront of all decisions.