

The **acc** Liverpool Group

# THE ACC LIVERPOOL GROUP

## Job Description & Role Profile



Operations and Venue Management

# Casual Event Security & Stewarding Supervisor

**REPORTS TO: Event Security & Stewarding Manager**

**DIRECT REPORTS: N/A**

## **JOB PURPOSE**

To contribute to the safety and security of The ACC Liverpool Group premises, staff, guests, and visitors. To supervise the security and stewarding staff deployed across the campus and ensure they are in line with the measures outlined within the ACC Liverpool Group Security Strategy.

To contribute to event delivery ensuring stewarding and security plans are executed by front line staff.

## **MAIN DUTIES AND RESPONSIBILITIES**

- To assist the Event Security & Stewarding Managers on all Security and Stewarding operations across the ACC Liverpool group campus.
- To supervise dedicated Security and Stewarding staff during events, ensuring security measures are performed in line with ACC Liverpool procedures and policies.
- To be the link between Security and Stewarding teams and event delivery teams, working closely with ACC Liverpool Group Event and Front of House Managers.
- To ensure the Security & Stewarding are delivering the highest possible standard in customer service to ACC Liverpool visitors.
- To deliver team briefings to Security & Stewarding teams on the event floor.
- To ensure all Security & Stewarding staff are signed in and out for working duties, with correct uniform and presentation to perform their duties.

- To take responsibility for signing in and out the relevant kit to perform Security & Stewarding duties, including buildings keys, access card, ticket scanner etc.
- To respond to and report incidents in an accurate and timely manner, ensuring radio communications with the Security Control Room team.
- To be an advocate of Health & Safety and Fire Safety across the venue.
- To complete the relevant pre and post events checks using the Halo system, ensuring H&S concerns are raised and addressed with the on-duty manager.
- To allocate the relevant fire routes to Security & Stewarding teams and to assist with the coordination of emergency response plans during an event.
- To utilise First Aid at Work training and be the first responder to any First Aid incidents taking place during an event, escalating wherever necessary.
- To ensure Security & Stewarding kit and technology is deployed effectively during an event open period.
- To assist in the delivery of queue and crowd management plans during events.

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## 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
<b>TRAINING &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>SIA Door Supervisor qualification</li> <li>First Aid at Work</li> <li>ACT &amp; SCan</li> </ul>	Essential Essential Essential	
<b>EXPERIENCE</b>	<p>Demonstrable experience of crowd management</p> <p>Demonstrable experience of working in a security role in the events industry</p> <p>Demonstrate experience of leading security &amp; stewarding teams</p> <p>Demonstrate experience of working with large crowds and queue management</p>	Desirable Desirable Desirable Desirable	
<b>SKILLS &amp; KNOWLEDGE</b>	<p>Developed customer service skills</p> <p>Awareness of evacuation procedures</p> <p>Basic IT Skills</p> <p>Awareness of ACT &amp; SCan</p>	Essential Essential Essential Essential	
<b>KEY ATTRIBUTES</b>	Pragmatic, resilience, influencing, confidence, conflict resolution	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