THE ACC LIVERPOOL GROUP
Job Description & Role Profile

The **acc** Liverpool Group

Operations and Venue Management

Control Room Operative

JOB PURPOSE

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

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

To assist in the coordination of all Incident management across the ACC Liverpool Group campus.

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.
- Assist with the daily management of Incident Management software, HALO, maintaining accurate records of all Incidents and the actions taken.
- Facilitate radio communication and direction on events ensuring a professional approach is always maintained.
- Assist in the coordination of evacuation and all other incident management procedures.
- Liaise with emergency services and other relevant stakeholders when necessary.
- Act as an information and access control point through intercom systems and phones; always providing excellent customer service.
- Operate the ACCL campus fire detection system, including fire activation control, isolation requests and daily maintenance, reporting any faults to service provider.

- Operate the ACCL lighting control systems, ensuring energy is not being wasted through regular audits of lighting in use.
- 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.
- Maintain a detailed understanding of the Coretech operating system, ensuring the technology is fully utilised to assist security operations.
- Manage the daily operation of the contractor management system and all issuable items.
- Utilise and operate the PAVA for all event and Security messaging.
- Complete a scheduled PPM programme on certain safety systems across the campus which includes regular fire alarm testing, evac chair, disabled alarms to name a few.
- Assist in managing the ACCL lost property process and all lost and found items.
- To be aware of and ensure compliance with all aspects of policies and relevant legal and regulatory requirements as directed by the Control Room Supervisor and in accordance with UK Law and Guidance bodies.
- 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 ACT awareness First aid at work	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 Basic IT skills Awareness of Action Counter Terrorism (ACT) guidance	Essential Essential Essential Essential	
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