

The **acc** Liverpool Group

THE ACC LIVERPOOL GROUP

Job Description & Role Profile



Operations and Venue Management

Event Security & Stewarding Manager

REPORTS TO: Head of Security

DIRECT REPORTS: Event Security & Stewarding Supervisors

JOB PURPOSE

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

To manage the security and stewarding measures deployed across the campus and ensure they are in line with the measures outlined within the ACC Liverpool Group Security Strategy.

To lead on the resourcing and staffing from a Security and Stewarding perspective on all ACC Liverpool Group events.

MAIN DUTIES AND RESPONSIBILITIES

- To lead on all Security and Stewarding operations across the ACC Liverpool group campus ensuring all events are fully staffed.
- Lead on compliance from all Security and Stewarding providers ensure all KPI are measured and scored on all events.
- Oversee all Security and Stewarding providers led staff during events, addressing areas of non-compliance and ensuring the highest possible standards of delivery.
- To be the operational lead on the event floor from a Security and stewarding prospective, working closely with ACC Liverpool Group Event and Front of House Managers.

- Attend Entertainment and Sports Security briefings, liaising with tour promoters and touring security to ensure all Security and Stewarding positions are covered.
- Liaise with emergency services and other relevant stakeholders when necessary.
- To work with Security, Event and front of House Managers agreeing suitable Security and Stewarding event templates and ensure all elements are covered for each event.
- In conjunction with the Head of Security lead all monthly Stewarding and Stewarding contract meetings.
- Complete regular audits across the Security and Stewarding providers to ensure contract and legal compliance, and ensure any non-compliance is rectified and reported.
- Lead on the completion of all Security and Stewarding monthly KPI's.
- Develop excellent relationships with all Security and Stewarding providers.
- Lead the overall Security and Stewarding "Sign in" process on all events.
- Hold regular meetings with key contacts from each Security and Stewarding provider ensuring they are up to date on all forthcoming events and that they are proactively resourcing events in advance.
- Lead on all resourcing, stewarding operations and briefings for all major ACC Liverpool group events.
- Oversee all training data and ensure compliance is met by all Security and stewarding providers.
- Confirm actual event security and stewarding event deployment from providers to inform final event financials.
- To collaborate with the Security & Incident manager ensuring suitable cover and resource is in place for all events and loading bays.
- Work collaboratively with the Security & Incident manager and Control Room Supervisors to ensure the overarching ACC Liverpool Group Security Strategy is operationally delivered.
- Oversee the rota for ACC Liverpool Group Event Supervising team.
- Oversee all annual leave requests and queries for ACC Liverpool Group stewarding team.
- Attend and participate in relevant event related meetings and forums including event security risk assessment meetings and participating in the risk assessment process for the pre-event planning.
- To proactively liaise with the Security Management of all stewarding providers to introduce continuous improvements to the service delivery for events.

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	Minimum DS SIA licence Health & Safety Management qualification (i.e IOSH or NEBOSH) Crowd Safety Management qualification	Essential Desirable Desirable	
EXPERIENCE	Significant experience of security management Significant experience of crowd management Experience of working major events Experience of event security	Essential Essential Essential Essential	
SKILLS & KNOWLEDGE	Developed customer service skills Awareness of evacuation procedures Developed IT skills Demonstratable experience of rota and team management within an event setting Demonstratable experience of collating and delivering staff briefings Knowledge of fire safety requirements	Essential Essential Essential Desirable Essential Desirable	
KEY ATTRIBUTES	Pragmatic Resilience - Essential Influencing Confidence - Essential	Essential 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