



# GOODWOOD

## The Role

The **Security Operations Manager** will be part of the Risk Department, reporting to the Group Head of Risk

## About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

## Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world's leading luxury experience.**”

## Our Values

### The Real Thing

Always inspired by Goodwood's heritage

### Derring-Do

Daring to surprise and delight

### Obsession for Perfection

Striving to do things *even* better

### Sheer Love of Life

Sharing our infectious enthusiasm

## Purpose of the role

Effective management of the Estate Security Team who are responsible for providing security coverage 24/7 for the Family, Goodwood Estate and the wider Risk Department. Working closely with the Group Head of Risk to ensure best practice, robust operational policies and procedures are in place for Security, including initial H&S reporting of any incidents/accidents the team may attend.

## Key responsibilities

- Manage the Estate Security Team across shift patterns to ensure that correct monitoring, reporting methods, daily procedures and patrols are being completed, and appropriate handovers are in place.
- Ensure the Security Control Room is managed appropriately.
- Management of the intruder, fire alarm, CCTV and access control systems across the Estate.
- Ensure all Security policies and operational procedures are followed.
- Provide advice relating to physical, procedural and personnel security to internal stakeholders
- Support the implementation of estate-wide security and education / awareness programmes including inductions.

- Develop and maintain an effective working relationship with Estate employees, tenants, contractors, visitors, neighbours and key third-party agencies, acting as a Goodwood ambassador.
- Support the development of the team and maintenance of correct vetting checks and qualifications across the estate businesses.
- Attend updates/refresher-training courses as required ensuring conformity with legislative requirements/best practice.
- Be the main point of contact for security requirements during major events (Members Meeting, Festival of Speed, Revival and Racecourse meetings), ensuring the safeguarding and protection of all employees, contractors, visitors and the Family.

Requirements include:

- Planning and implementation; including staff briefings (internal and third party) and operational event control rooms.
- Ensure all staff and contractors are working in accordance with company security policies.
- Develop and implement security plans for the Family and VIPs during the events
- Investigate incidents and provision of reports.
- Liaise with representatives from the enforcing authorities as required.
- Develop strong working relationships with the events leadership team.

### Qualities you will possess

- Passion for what you do
- Positive and friendly with a “can do attitude”
- Attention to detail
- Ability to prioritise and organise
- Proactive
- Take responsibility for yourself
- Confident to make decisions and to stand by them
- Good negotiation and influencing skills
- Excellent communicator
- A sense of fun!

### What do you need to be successful?

- Proven relevant experience in a security operations role.
- Experience in a supervisory role and/or managing people essential.
- SIA Licence Holder – Door Supervisor and CCTV Operations essential.
- Driving license essential.
- Relevant experience managing security requirements for events is desirable
- First Aid at Work Certificate desirable.
- A working knowledge of fire and intruder alarm systems is desirable.
- Some experience of completing accident/incident paperwork
- Possess a DBS check or willing to have a DBS check and other in-house vetting checks.

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	3
Taking Personal Responsibility	3
Communication and Trust	3
Encouraging Excellence & Commercial Success	3
Working Together	3