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| --- | --- | --- | --- | --- | --- |
|  | | |  | | |
| Role Profile  Event Security | | | |  | | |
| Role Title : |  | Event Commissionaire (Security Guard) | | | |
|  |  |  | | | |
| Post Reference : |  | SAS004 | | | |
|  |  |  | | | |
| Role Family : |  | Assistant | | | |
|  | | | | |
| Hours of Work: |  | ZERO HOURS | | | |
|  |  |  | | | |
| Salary: |  | £9. PER HOUR | | | |
|  |  |  | | | |
|  |  | WMC is a home for the arts in Wales, and a cauldron of creativity for the nation. We fire imaginations by curating world-class, critically-acclaimed touring productions, from musical theatre and comedy to dance, cabaret and an international festival. We kindle emerging talents with fresh, provocative and popular pieces of our own, rooted in Welsh culture. And we ignite a passion for the arts in young people with life-changing learning experiences and chances to shine in the spotlight.  **We are Wales Millennium Centre. Fire for the imagination** | | | |
|  |  |  | | | |
| Primary Purpose **:** |  | The position of Event Commissionaire falls within the Business Operations function and plays a vital role in ensuring that a safe, secure and welcoming environment is provided across the Centre site for all customers, visitors and staff.  Commissionaire’s report directly to the Security and soft services Supervisor and provide a quality standard ‘Warm Welsh Welcome’ to visitors, staff and performers. | | | |
|  |  |  | | | |
| Specialist  Accountabilities : |  | 1. Work as part of the security team to provide safety and security support 24/7/365. 2. Observe work practices, safety and security issues and intervene where appropriate to resolve 3. Conduct regular patrols to ensure the safety and security of customers, visitors and staff. 4. Record activities and incidents in appropriate logs. 5. Issue of radios and keys 6. Liaise with resident and retailers regarding security issues. 7. Maintain high levels of Health and Safety awareness, escalating any identified areas of concern to the Team Leaders. 8. Deploy as required to be first on site at any incident or accident and take primary steps to be assertive but not aggressive resolution. To play a key role in emergency and business continuity situations. 9. Take part and assist in emergency planning procedures and exercises. | | | |
|  |  |  | | | |
| Generic  Accountabilities**:** |  | 1. Use discretion and initiative to be “firm but fair” front line arbiter at incidents. 2. Work as part of the Visitor Experience Department, to welcome and help all visitors to the Centre. 3. Assist the maintenance team in regular checks and job reporting via the FM helpdesk | | | |
|  |  |  | | | |
| Success Measures : |  | * *High percentage of positive customer/client feedback;* * *Greater collaboration with resident companies;* * *Continued progress against KPI’s;* | | | |

|  |  |
| --- | --- |
| What We Are Looking For…  Security Commissionaire |  |
|  |  |

When preparing your written application you will need to provide evidence for the following essential and desirable competencies. In considering each, please use an example of where you have done this previously, either in a work or other situation.

A. Responsibility

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Work as part of the security team | x |  |
| 2. | Conduct regular patrols ensure a presence in public spaces | x |  |
| 4. | A minimum of 2 years previous security experience |  | x |
| 5. | Deploy as required to be first on site at any incident or accident and take primary steps to be assertive but not aggressive in a resolution | x |  |
| 6. | Record activities, patrols/checks and incidents in appropriate logs. | x |  |

B. Knowledge

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Understanding of business strategy, vision and aspirations | x |  |
| 2. | Understanding of all resident organizations and retailers and their key personnel | x |  |
| 3. | An enthusiasm for working in a high profile organization | x |  |

C. Values

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | To embed and to promote the values within role, and the team | x |  |

D. Communication

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Exemplary communication and Interpersonal Skills, both oral and written | X |  |
| 2 | A commitment to learn Welsh Language |  | x |

E. Environment

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Understanding of WMC’s key objective of delivering a Warm Welsh Welcome to all and a commitment to promoting the Welsh Language wherever possible | x |  |
| 2. | Commitment to uphold the standards of the Centre through world class customer service and exemplar personal presentation | x |  |

F. Welsh Language

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | The ability to speak Welsh |  | x |
| 2. | The ability to listen and understand conversations in Welsh |  | x |
| 3. | The ability to write in Welsh |  | x |
| 4. | The ability to read Welsh language material |  | x |

**This role profile sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.**