



JOB DESCRIPTION

JOB TITLE: DEPARTMENT: Security Officer: Facilities, Safety and Security

REPORTS TO: Gary Miller

LOCATION: Molineux and Compton

HOURS: 37.5 hours per week on a rolling shift pattern. Flexibility in this role is essential as it includes evening and weekend work aswell as Matchdays

DATE: December 2024

We are Wolves. Progressive, determined, bright, unified, and humble. A pack that is hungry for success. Wolves is one of the fastest growing professional football clubs in Europe and also boasts one of the richest histories in the beautiful game.

Formed in 1877, Wolves was a founder member of the Football League, and was one of the most successful sides in the fifties and sixties. During a two decade spell the Black Country's most decorated side won three First Division titles and one of its four FA Cups.

Fast forward 70 years and Wolves are back among football's European elite, but this time we will compete as a sports and entertainment business across multiple brand verticals. As a challenger club, Wolves dare to be different, which is why creating world class propositions in Esports, Motor Racing, Fashion and Music are all part of our ambitious plans.

At Wolves, we don't simply look to the future, we seize it.

We take seriously our commitment to the safeguarding of children and vulnerable adults and to ensuring that Wolves is free from discrimination and harassment.

Job purpose

Working as Security Officer you will be required to maintain a safe and secure environment, acting as a visual deterrent, prevent loss prevention, completing reports and company documentation. To provide a professional, responsive and observant security presence. The Security Officer duties are varied they can include elements of reception duties, as well as customer facing duties, patrolling and site inspections.

Key responsibilities

- To assist in the deterrence of unwanted and criminal activity by being a visible presence.
- To protect the premises and property from any threats including vandalism, theft or damage.
- Report and record all incidents and accidents in a timely and clear manner, ensuring they are communicated to the relevant people.
- To provide first class customer service to any visitors to the premises.
- Perform lock and unlock duties and alarm the premises as required, liaising with monitoring company.
- To conduct internal and external patrols and monitor the CCTV system.
- Assist in any emergency situations, such as evacuations, remaining calm and professional at all times.



- Internal and external patrol of premises.

General responsibilities

- Compliance with Club policies
- Compliance with the Club's health and safety procedures
- Compliance with the Club's safeguarding policies
- To promote the Club's values
- To work consistently to embed equality & diversity into the Club
- To undertake such other duties as may be reasonably expected
- To maintain professional conduct at all times

Safeguarding

- This role involves working with children and/or vulnerable adults in a Regulated Activity (or in close proximity to children and/or vulnerable adults). This means that the post-holder is required to apply all relevant policies and uphold the Club's commitment to safeguarding vulnerable people.

Key relationships

- Reporting to the Security Supervisor you will be the first point of contact for staff, contractors, media and any other visitors. Any visitors to the site will be coordinated through security to ensure only those with a legitimate reason to be on site gain access.

Scope of job

Working as Security Officer the responsibilities will include maintaining a safe & secure environment, acting as a visual deterrent, loss prevention, completing reports and company documentation. It is essential that all applicants are customer driven & have excellent communication skills as you will be greeting, assisting and directing members of staff and public.

Flexibility will be required as you may be required to cover roles at sites under the clubs control where we have a number of security roles in operation some of which will require working unsociable hours.



Person Specification

Job Title: Security Officer

Knowledge: the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc

Essential

- Experience of opening and locking up premises and setting alarms
- Experience of dealing with the general public
- Knowledge of how to operate CCTV and able to make key observations in relation to risk prevention

Technical/work-based skills: skills specific to the job e.g. language competence, typing skills, coaching skills etc

Essential

- Ability to complete report forms and report/record accidents and incidents in a timely manner
- Ability to follow site specific procedures
- High level of integrity with the ability to deal with confidential information

General skills and attributes: more general characteristics e.g. flexibility, communication skills, team working etc

Essential

- Provide first class customer service to any visitors coming onto the premises
- Understanding of how to work safely with children and/or adults at risk and uphold generally accepted practice when working with those participants.
- Promote, adhere to and implement the Club's Equality Policy and to work consistently to embed equality and diversity within Club.
- Demonstrate the upmost honesty and integrity as a role model for these behaviours
- Excellent communication skills, with an ability to communicate with a variety of different people in different roles
- Highly motivated with a positive solution focussed attitude
- Excellent organisational skills with the ability to balance competing priorities and workloads
- Good technical knowledge as well as the ability to multi-task
- Be able to work under pressure whilst keeping calm and in control
- Dealing with conflict situations in a calm, professional and safe manner

Experience: proven record of experience in a particular field, profession or specialism.

Essential

- Previous experience within a Security Role

Desirable

- Working with children and/or adults at risk
- Experience of working in a comparable organisation and role



Qualifications: the level of educational, professional and/or occupational training required

Essential

- Post-holder will be subject to a DBS check at the appropriate level and cleared by the Wolves Safeguarding Manager

Desirable

- Valid frontline Security Guarding or Door Supervision SIA licence