

SECURITY FIRST LINE MANAGER

Reference Number: ST0330

Details of standard

The security sector covers a wide range of functions, ranging from the employment of security personnel to those involved in the design and implementation of complex security activities and/or equipment.

Completion of the apprenticeship would enable candidates to develop the skills and knowledge required to manage people working specifically in a security environment such as Private Security Industry, MOD, Event Security, 'In-house' security, Department for Transport and will provide a vocational route to a career in Security Management (excluding close protection).

Security First Line Managers will be competent in supervising people and activities in line with regulatory requirements; undertaking security risk assessments; providing security advice to others; understanding threat, vulnerability and risk; security methods, operations and activities; incident management and planning; stakeholder management; business communications and data security management within role(s) such as Ministry of Defence, Transport & Border Security and Private Security Industry. Understanding the threat, vulnerability & risk on a local, national and international security basis, and how to respond accordingly, would offer candidates a significant advantage over others with general managerial skills.

Successful completion will require rigorous and substantial training. A typical apprenticeship will take 18 months to completion. This will vary for those with existing general team leader/managerial skills, and those roles with specific seasonal activities or operational requirements that may take place away from the designated workplace e.g. placements in another country, part of the business, or role.

Candidates will develop the knowledge and skills required to be successful in their roles.

Core Requirements: Behaviours

Candidates will conduct themselves in a way that is: Security conscious, Professional, Courteous, Respectful, Calm, Customer Focused, confidential and will behave with integrity.

Knowledge

Assessing and controlling risks in relation Health & Safety.	Have complete understanding of current health and safety regulations, with a view to minimising H&S risks and hazards to health and wellbeing, relevant to the Security Context/ Environment in which you operate e.g private Security Industry, MOD, Event Security, 'in -house', Dept for Transport,.
Recognise the security needs of Customers and Stakeholders, and effect appropriate solutions.	Understand the market in which the role operates and the specific needs of each customer/industry stakeholder, thus developing strong customer relationships and confidence in the security provision.
Identify and assess possible threats and take relevant action.	Understand the Organisational structure, policies & procedures as well as potential threats to the industry, modus operandi of individuals and specific organisations, both internally and externally.
Manage Staff performance, development and welfare.	Awareness of the role requirements and individual knowledge & skills and security specific accreditation/certification of personnel needed to carry out their role within the Security Environment. Understanding of Employment law, human rights, policies and procedures governing people management, and knowledge of leadership & motivational theories and principles.
Review security service provision against agreed KPIs, action within relevant regulations and guidelines	Knowledge of relevant regulations governing security on a local and national scale. Understand areas of development that need to be addressed, of a security nature, in relation to specific customer needs.
Manage outcome of service review and take action	Understand concerns surrounding issues, threats and risk and be aware of available options.
Ensure compliance with regulations and provide advice/ solutions to potential security risks.	Understand the regulations governing Security on a local, National and, where appropriate, international scale. Know how to identify and assess strengths, weaknesses, opportunities, risks, vulnerabilities and complex threats to security operations
Ensure security of Communication	Be conscious of the need for the appropriate use of written/verbal communication in all areas of security, including effective use of radios. Control access to customer & client information , security details, alarm codes, keys etc
Manage Community Social Responsibility	Know the impact and effects that your industry has on the environment and your responsibility to that community. Understand the importance of

	linking in with intelligence sources and crime/threat reduction initiatives.
Control security of Office/Site/Venue	Understand the customer's area of responsibility in order to provide the correct level of protection of all buildings and assets
Manage Expectations	Understand the 'bigger picture'. Be aware of how your role impacts on others and the Security Environment.
Effective deployment of resources	Awareness of all personnel and equipment in your area of responsibility e.g Screening equipment, radios, CCTV equipment, barriers etc

Skills

Application of Health and Safety legislation in a security environment	Application of health and safety policies & practices, ensuring compliance with all legislation and regulations whilst minimising risks and threats derived from operating in a security related role.
Manage Customer/Clients/Stakeholders	Ability to deliver a specific solution to meet the security needs of customer/industry stakeholder. Develop strong relationships and demonstrate competence & reliability in relation to security solutions and advice.
Respond to Threats	Identify and manage the threat effectively and use appropriate resources to reduce risks to the customer/organisation
Ensure Staff are competent to operate within the security industry.	The ability to interact with and manage people professionally and with integrity, whilst remaining compliant with all National and International Security regulations and guidelines, employment law and Human Rights Act. Providing coaching and guidance to instil confidence and competence within the workforce.
Undertake Review	The ability to review and effect change in relation to analysis of information/intelligence, feedback received, of a security nature.
Manage Outcomes/Problem Solving	Formulate and implement improvements to security, in order to reduce issues, address threats and minimise risk
Ensure Compliance	Compliance with all organisational security operations, policies, and procedures, utilising identified best practices and risk management principles. Take action to address non-compliance.
Manage Communication	The ability to communicate effectively on all levels, in various formats, both internally and externally, particularly during crisis management, incident reporting, liaising with other providers, such as Emergency Services.
Encourage Community Social Responsibility	Identify and implement effective measures to reduce/minimise risk and promote community social responsibility
Manage Office/Site/Venue	Ability to dispatch/provide a sufficient level of security in order to protect the customer's assets in all circumstances including lone working, under duress and in hostile environments.
Manage Expectations	Deliver solutions to meet specific security expectations, to ensure successful completion of responsibilities.
Manage Resources/Planning and Organising.	Utilise resources effectively, without injury or loss, in order to ensure full delivery of Security Service standards.

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Version log

VERSION	CHANGE DETAIL	EARLIEST START DATE	LATEST START DATE	LATEST END DATE
1.0	Approved for delivery	22/10/2018	Not set	Not set