

# Darwin Platform Group of Companies

## Job Description

**Job Title** : Operations Manager- Security  
**Reporting Line** : Regional Manager/DGM  
**Direct Reportees** : Branch Managers

### **Roles and Responsibilities:**

1. Managing area of responsibility including providing support, absence management, discipline and grievance, and recruitment activities.
2. Effectively setting out goals and objectives for team, including those for supervisory roles that may fall under reporting line and structure.
3. Acting as a role model and always behaving in line with our company values.
4. Driving employee engagement by personal interaction and engagement with team in order to develop and coach them in their duties and responsibilities.
5. Managing contractual budgets in line with financial targets.
6. Ensuring all aspects of the required security services are being delivered to the customers' satisfaction and in accordance with the contract.
7. Ensuring there are sufficient trained, licenced and vetted staff working at all times to meet customer and contract requirements.
8. Ensuring contract required training and screening / vetting has been completed for all security staff.
9. Developing professional customer relationships, responding appropriately to customer requests and concerns.
10. Completing effective health & safety assessments, ensuring accurate and timely reporting of any incidents, involvement in subsequent investigations and providing input into health & safety committees or forums.
11. Completing risk assessments and site evaluations as well as completing monthly performance reports and billing schedules.

### **Desired Candidate Profile:**

1. A checkable personal history including periods of education, employment, travel and unemployment.
2. Prior experience of working in a similar regional management role, ideally within the security industry.
3. A valid security industry licence or accepted certificate of security competence.
4. Excellent verbal and written communication skills, interacting both internally and externally.
5. Excellent customer service skills.
6. Excellent organisational skills.
7. Ability to successfully manage a team.
8. Track record of working in a fast paced and demanding environment.

### **Educational Background:**

Graduate in any discipline.

### **Additional Pointers:**

1. Should be open to transfer to any other group company/department/location on the basis of management requirement.
2. Should be open to take additional responsibilities apart from the current scope of work.