

# LEEDS CASTLE

## DESIGNED TO ENTERTAIN & AMAZE

### DAY SECURITY OFFICER Role Profile & Job Description



## LEEDS CASTLE

### JOB DESCRIPTION

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**JOB TITLE:** Day Security Officer

**REPORTS TO:** Security Manager

**DEPARTMENT:** Security

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**LOCATION** Leeds Castle is a stunning, 900-year-old moated castle, set in 500 acres of Grade II listed parkland, situated in the beautiful Kent countryside. The Castle has been open to the public through the Leeds Castle Foundation since 1974 and continues her story as a glamorous retreat and popular visitor attraction.

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**PURPOSE** To work as part of a team responsible for ensuring the safety and security of Leeds Castle. Become a member of a dedicated team fulfilling duties directed to safeguard and secure buildings, staff and visitors and collections. In addition, maintain a high standard of customer service, to enhance the experience of visitors and staff throughout the estate.

Reporting to the Security Manager, the successful applicant will join the security team delivering operational day security following standard operating procedures including first aid provision for the historic estate and security of collections, and prioritising the safety and welfare of customers, tenants, residents, and visitors.

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### KEY TASKS

- Reliability, adaptability, and a commitment to maintain operational excellence during day hours.
- To ensure the confidentiality of any matters relating to Security at the Leeds Castle Estate.
- To maintain high levels of professionalism and standards to ensure personal integrity and conduct are above reproach.
- To comply with all standard operating procedures

- Control Room Operation:
    - Monitor and operate CCTV systems and images, reacting accordingly for non-planned events.
    - Maintain a safe operating environment with full regard to health and safety responsibilities.
    - Acting as a point of contact, liaison and central communication for the security department and estate communication.
    - To keep accurate records of all actions and incidents in the occurrence log, and related incidents forms following the laid down procedure.
    - Responding for intruder, fire, panic, and emergency alarms.
    - Access control in accordance with Leeds Castle standard operating procedures.
    - Ensuring all personnel visiting site have the correct authorisation and clearance.
    - Liaise and communicate with emergency services, contractors, and senior management.
  - Patrols:
    - Secure all exits, barriers, doors, and windows.
    - Lock down buildings.
    - Deployment from the control room to varied incidents.
    - Results of all patrols to be logged on completion.
    - Emergency and first aid responder for all security incidents.
    - Liaise and communicate with emergency services, contractors, and senior management.
    - Cash movements as and when required.
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## **CORE ACCOUNTABILITIES**

- Excellent organisation, communication and team building skills.
- Follow Company regulations in Health & Safety and maintain a safe working environment.
- Ability to review and issue detailed instructions both written and verbal.
- To ensure personal standards of presentation, performance, and attendance beyond reproach at all times.
- Ensure emergency access routes onto the castle island and into grounds are kept clear at all times.
- Ensure a safe environment through a team effort of diligent active patrols, strict access control, monitoring, and equipment control.
- Ensure regular contact is made with staff responding to emergencies or maintenance calls out to support their safety while lone working.

- Be always visible and observant, greeting staff, guests, and vendors in a courteous and attentive manner.
- Respond immediately to distress calls, intruder alarms, panic alarms, and emergency calls swiftly and appropriately.
- Capable of communicating diplomatically and sometimes discreetly, on operations requirements with all Leeds Castle staff and other services involving security matters.

**SKILLS, KNOWLEDGE, EXPERIENCE REQUIRED:**

- Competent Microsoft and IT skills.
- Strong team player.
- Adaptable to surroundings.
- Experience of within a visitor attractions site.
- Minimum three years security experience.
- Mandatory requirement for the officer to hold and follow the SIA Door Supervisor license and standards of behaviour.

In addition to your main areas of responsibility, the values and behaviours that are required from all our people for the successful delivery of our vision and strategy are summarised below:

<b>VISION</b>	To be the South's top heritage destination for relaxation, hospitality & experiences that surprise & delight
<b>VALUES:</b>	
	<b>WELCOMING:</b> Everyone is treated as a valued guest
	<b>BEHAVIOUR:</b> We welcome our guests with warmth & the personal touch, going the extra mile to make sure guests have a fabulous experience, while keeping them safe. We are inclusive, welcoming people of all races, genders, ages, sexualities & abilities. We build connections with communities & partner organisations to reach those who experience barriers to visiting.
	<b>SURPRISING:</b> We are a living, breathing heritage site, a place that uses its assets with joy. We look at life through a different lens, seeking surprising hidden stories & new approaches
	<b>BEHAVIOUR:</b> We are curious, think laterally & always look for the Leeds Castle 'twist' to make us stand out. We are agile, flexible & open to change.
	<b>ENDURING:</b> As estate custodians, we understand our assets, think long-term in caring for & improving them & leaving a healthy, positive legacy for future generations.
	<b>BEHAVIOUR:</b> We manage finances for the long-term, investing wisely & monitoring payback. Staff spend charitable funds prudently, always seeking best value. We minimise environmental footprint & work towards net zero carbon emissions. We plan regular maintenance & capital projects to protect our assets, doing the job properly & once. Our decision making is ethical, transparent & has integrity.
	<b>NURTURING:</b> We continue the estate tradition of looking after our people & communities.
	<b>BEHAVIOUR:</b> We respect different skills, experience & views. We work as one team, supporting & developing staff, recognising this is a lifestyle, not just a job. We take ownership of challenges & opportunities, successes & failures, always learning from experience. We are a good neighbour & partner, with a positive influence in Kent and beyond.

All candidates will be recruited against the above criteria regardless of their sex, racial, ethnic or national origin, disability, age, sexuality or responsibilities for dependents. We value a diverse workforce and celebrate our differences

This Job Description is not exhaustive. You should be aware that you may be required to perform other duties as required.

By signing this job description, you are confirming that you have read and understood all of the above and agree to adhere to this description whilst carrying out your role as Day Security Officer.