

Job Description

JOB TITLE: Security Officer

DEPARTMENT: Security

REPORTS TO: Head of Security

LOCATION: Hotel Chocolat, Rabot Estate

HOURS/WORKING PATTERN: Four days working 12 hours shift followed by Four days off.

ROLE OVERVIEW

The Hotel Security Officer is responsible for maintaining a safe and secure environment for guests, employees, and property. This role involves monitoring premises, enforcing policies, and responding to emergencies to ensure a high standard of safety and security within the hotel.

JOB ROLE AND RESPONSIBILITIES

- **Surveillance:** Monitor security cameras and patrol the premises to prevent theft, vandalism, and other illegal activities.
- **Emergency Response:** Respond promptly to emergencies, including medical incidents, fire alarms, and security breaches; assist local authorities as needed.
- **Guest Relations:** Interact with guests and staff to provide assistance and ensure a safe environment, while maintaining a professional demeanor.
- **Incident Reporting:** Document and report all incidents, accidents, and suspicious activities accurately and promptly.
- **Access Control:** Manage access to the property, including verifying guest and employee identification and monitoring vendor access.
- **Policy Enforcement:** Enforce hotel policies and procedures related to safety and security, ensuring compliance by all guests and staff.
- **Safety Inspections:** Conduct regular inspections of the hotel premises, including guest rooms, common areas, and emergency exits.
- **Collaboration:** Work closely with hotel management and local law enforcement to develop and implement security protocols.

Job Description

SKILLS AND EXPERIENCE

Required Skills/Abilities:

- Excellent observational skills and attention to detail.
- Authoritative verbal communication skills.
- Ability to remain calm in high-pressure situations.
- Ability to learn the layout of the property and buildings.

Education and Experience:

- 5 CXC including English.
- Security guard training certification preferred.
- Previous experience a plus, but not required.

Physical Requirements:

- Ability to patrol the property and access areas quickly.
- Physically able to capture and detain individuals if necessary.
- Prolonged periods sitting at a desk and monitoring surveillance equipment.
- Must be able to lift 50 pounds at a time.

VALUES AND BEHAVIOURS

The successful candidate will demonstrate their ability to bring Hotel Chocolat's core brand values to life, **Originality, Authenticity, and Ethics:**

Originality: "I bring a spark to my role"

Authenticity: "I am the real deal"

Ethics: "I care about people and the planet"

Being a Hotel Chocolatier means:

I smile

I am kind

I am helpful

I am positive