

JOB TITLE: Head of Security

ROLE LEVEL: 3

DEPARTMENT: Security

REPORTS TO: Property and Estates Manager

LOCATION: Rabot Estate, Saint Lucia

HOURS/WORKING PATTERN: Typically 40 hours minimum per week, flexible over 7 days

ROLE OVERVIEW

The Head of Security is responsible for ensuring the safety and security of the Hotel Chocolat Saint Lucia, including Rabot Hotel, Project Chocolat, and all associated properties and staff. This role requires a proactive approach to loss prevention, guest safety, fire safety, and cybersecurity. The jobholder will develop and implement security protocols, manage scheduling, oversee uniform standards, and ensure effective CCTV management. Success in this role means fostering a secure environment for guests and staff while delivering exceptional service aligned with the brand's values.

JOB ROLE AND RESPONSIBILITIES

Safety and Security Management

- Develop and implement comprehensive security policies and procedures for the Rabot estate.
- Ensure guest safety and staff well-being through robust security measures.
- Conduct regular risk assessments and audits to identify vulnerabilities and implement strategies to mitigate risks.
- Develop and implement comprehensive emergency response plans, ensuring all staff are trained and prepared for various scenarios.
- Coordinate crisis management efforts, including communication strategies and post-incident reviews.
- Ensure compliance with local laws and regulations related to safety and security.
- Lead and evolve the team and procedures, constantly updating our ways of working to stay ahead e.g., access control systems, alarm systems, patrols, barriers and signage, stay updated on security technologies.

Loss Prevention and Fire Safety

- Oversee loss prevention strategies to minimize theft and fraudulent activities.
- Ensure bag and vehicle check procedures are consistently followed
- Ensure compliance with fire safety regulations and conduct regular fire drills and safety training for staff.

Guest and Staff Safety

- Act as the primary point of contact for security-related incidents, ensuring timely and effective response.
- Train staff on security protocols and emergency procedures, fostering a culture of safety awareness.
- Maintain positive guest relations and address all safety concerns raised by guests.
- Be conscious of cultural sensitivities to ensure all guests feel safe and respected.

Key Management and Cybersecurity

- Implement and maintain key management systems to control access to sensitive areas.
- Oversee cybersecurity measures to protect company data and guest information from digital threats.

CCTV Management and Monitoring

- Manage the installation, maintenance, and monitoring of CCTV systems across the estate.
- Regularly review footage to ensure adherence to security protocols and investigate incidents as necessary.

Staff Scheduling and Uniform Standards

- Create and manage security staff schedules to ensure adequate coverage at all times.
- Clear management of holidays and over time
- Establish and enforce uniform standards for security personnel to maintain a professional appearance.

Team Leadership and Development

- **Lead, mentor, and manage the security team**, ensuring they are well-trained, motivated, and effectively deployed to maintain a safe and secure environment. Develop training programs for security staff, focusing on best practices and legal compliance.
- Conduct regular training sessions to keep the team updated on new security technologies and procedures.
- Ensure personal professional development and training to stay current with industry best practices.

Collaboration and Communication:

- Collaborate with other departments (e.g., hotel operations, HR) to ensure a cohesive approach to safety and security.
- Communicate regularly with senior management regarding security updates and incidents.

SKILLS AND EXPERIENCE

Required Skills/Abilities:

- Bachelor's degree in security management, criminal justice, or a related field preferred.
- Proven experience in security management or a similar role, ideally in a hospitality environment.
- Strong leadership and team management skills.
- Excellent communication and interpersonal abilities to interact with guests and staff.
- Ability to analyze security data and make informed decisions.
- Proficient in security management software and surveillance technology.

Physical Requirements:

- Ability to stand for extended periods, respond to emergencies, and perform physical tasks as needed.

Essential:

- Minimum of three years of experience in security management or law enforcement.
- Professional certifications in security management (e.g., CPP, PSP) are a plus.

KEY ATTRIBUTES

- Ability to implement procedural changes effectively.
- Adaptability to frequent changes and high-pressure environments.
- Sound judgment and decision-making skills in security matters.
- Confidence in communicating security protocols and policies.

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"

- I Ensure Everything is done with Passion

Authenticity: "I am the real deal"

- I take responsibility for the business and people I lead

Ethics: "I care about people and the planet"

- I do the right thing when no one is watching

Being a Hotel Chocolatier means:

I smile.

I am kind.

I am helpful.

I am positive.

Being part of the security team means:

- I remain vigilant.
- I am approachable.
- I act with professionalism and respect.
- Honesty and integrity