



## **Operations Manager - Security**

**Location: Watford**

**Salary: Dependent on experience**

We are seeking a dynamic individual to manage the Security & Stewarding provision to allocated contracts, ensuring that an exemplary operational service is delivered within budget and in accordance with CSP's Mission, Strategy & Objectives. This role will report to the Head of Operations with line management responsibility to casual Supervisors. With full accountability for your allocated contracts you will be responsible for planning & event day management to include maximising financial performance whilst exceeding customer expectations. Main responsibilities:

- Maximise the service levels achieved by CSP, ensuring a planned, proactive and positive service approach to all aspects of CSP's client interaction and service delivery.
- Develop and nurture strong, effective, professional relationships with all allocated clients and other key operational contacts to ensure that their expectations of CSP are being met at all times.
- Support the CSP Operations Team in the operational planning, delivery and review for all events. Upon handover, ensure that all events are efficiently forward planned, that the operations check-lists are adhered to and that all event documentation, staff resource and logistical requirements are prepared in advance and in accordance with budget.
- Attending internal and external pre-planning event meetings, post-event debriefs, management meetings and workshops.
- Responsible for maintaining accurate and up to date records for all event planning and Operations that are readily accessible to all relevant CSP personnel.
- Provide an efficient resolution service for customers, clients and stakeholders, ensuring that all queries/complaints are responded to swiftly and those actions are identified and carried out within an optimum timeframe.

### **Requirements:**

- Must have experience managing a diverse range of Security & Stewarding operations
- Must have strong commercial awareness
- Must have a flexible approach to working hours
- SIA Door Supervisor Licence
- Full UK Driving Licence

### **Benefits include:**

- 23 days paid holiday per year, rising to 25 after 2 years
- Private Medical Insurance available for employee and spouse/partner
- Life Assurance at 4 x annual salary
- Participation in Non Contractual Bonus Scheme subject to qualifying conditions

If you are not put off by a busy environment and can work under pressure then please apply by e-mailing: [nicola.carman@gotocsp.com](mailto:nicola.carman@gotocsp.com)



*Caring Safe Professional*