



# **THE QUEEN ELIZABETH HOSPITAL**

## **JOB DESCRIPTION**

**JOB TITLE:** Assistant Manager, Security

**SALARY SCALE:** Z5-3

**DEPARTMENT:** Security

**REPORTS TO:** Manager of Security

**DIRECT REPORTS:** Security Supervisors

### **JOB SUMMARY**

The Assistant Security Manager supports the Manager of Security in leading and managing the Security Department to ensure a safe and secure environment for everyone inclusive of patients, visitors, and contractors. This role involves strategic oversight, operational management, staff development, and coordination with internal and external stakeholders. The Assistant Manager, Security works to enhance departmental efficiency, enforce security protocols, and lead crisis response initiatives.

### **MAJOR DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as an illustration of the various types of work that may be performed:

#### **Security Operations Management**

1. Coordinates and oversees security operations, ensuring effective deployment and supervision of security personnel across all hospital facilities;
2. Assigns duties and ensures that schedules are created to meet the hospital security needs and standards, including special events and emergency situations;
3. Reviews and verifies all post assignments, staffing levels, and rotations for optimal coverage and performance;
4. Assists with the development of security policies and monitors and evaluates the implementation of procedures;
5. Manages and monitors the functionality of all security systems, including CCTV, alarmed doors, and panic/duress alarms, through regular maintenance checklists;
6. Ensures controlled access points are effectively managed and monitored for compliance;
7. Oversees the network of security vendors and contractors, ensuring organisational assets are protected;
8. Responds to the Incident Command Center during activation of emergency operations and coordinates with key personnel;
9. Participates in policy review and development to keep security practices aligned with regulatory and institutional requirements;
10. Promotes workplace safety initiatives and ensure compliance with health and safety regulations within the Security Department;

### **Security Planning, Risk Management and Reporting**

11. Conducts internal security assessments, audits, and risk analyses to identify vulnerabilities and propose improvements;

12. Develops, implements, and monitors security risk control action plans to mitigate threats and enhance safety;
13. Assists in the formulation and updating of crisis management, contingency, emergency, and evacuation plans;
14. Prepares comprehensive reports documenting security operations, challenges, achievements, and recommendations for management review;
15. Liaises with local law enforcement and emergency services to coordinate joint responses to incidents and investigations;
16. Conducts investigations into thefts, losses, accidents, or security breaches and compiles timely, detailed reports with findings and recommendations.
17. Participates in investigation committees and collaborates on follow-up actions based on investigation outcomes;

### **Staff Leadership and Development**

18. Serves as a team leader and mentor for security personnel, fostering a culture of collective responsibility, accountability, and professionalism;
19. Assists with recruitment, interviewing, and selection of new security staff, ensuring competency and fit for hospital standards;
20. Oversees the delivery of internal training programmes, including workplace violence awareness, crisis response, health and safety protocols, and customer service;
21. Conducts shift briefings to communicate priorities and operational updates effectively;
22. Performs annual performance appraisals and monitor continuous staff development and adherence to action plans;
23. Promotes adherence to hospital policies, health, and safety standards throughout all levels of the Security Department;

### **Communication and Customer Service**

24. Maintains effective communication with the Head of Security, Security Supervisors, hospital staff, and external agencies to ensure coordinated security efforts;
25. Establishes and nurtures positive relationships with employees, officials, visitors, and the general public, demonstrating strong customer service skills;
26. Advises management on security trends, threats, and incidents impacting hospital safety;
27. Provides guidance and support during crisis situations to reassure staff and stakeholders;

### **General**

28. Supports the Manager of Security in budget preparation and resource allocation for the department;
29. Observes health and safety protocols in the execution of duties;
30. Uses customer service skills establishes and maintains effective relationships with other employees, officials and members of the general public;
31. Performs any other related duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES**

1. Knowledge of safety and security rules and procedures used in safeguarding persons and property.
2. Knowledge of current crime prevention methods and procedures.
3. Knowledge of Radio Equipment for communications.
4. Knowledge of alarm systems, access control databases and surveillance cameras.
5. Knowledge of and skilled in the use of computer systems and software including spread sheets, word processing and PowerPoint.
6. Strong organizational and supervisory skills.
7. Strong problem solving, interpersonal and motivational skills.

8. Excellent listening and written communication skills.
9. Good time management skills.
10. Ability to effectively direct staff and resolve conflict.
11. Ability to exercise initiative and sound judgment and to react with discretion under varying conditions.
12. Ability to establish and maintain effective and appropriate professional relationships with the public.
13. Ability to use non-violent crisis intervention techniques, trained defense tactics, restraint tactics and a working knowledge sufficient to assist law enforcement, corrections or fire personnel as needed.
14. Ability to work with a multidisciplinary team.
15. Ability to function effectively in a fast-paced environment.

#### **REQUIRED TRAITS**

- Alertness & Observational Skills
- Honesty & Integrity
- Physical Fitness
- Effective Communication Skills
- Problem-Solving Abilities
- Customer Service Skills

#### **EDUCATION AND EXPERIENCE**

A Bachelor's degree is required with not less than eight years' experience at a senior level in a Military or Para-military organization. Evidence of the ability to supervise subordinates is also required.