



Trent Bridge, the home of Nottinghamshire County Cricket Club, is looking to recruit a **Duty Operations Officer** to join the Operations department.

The candidate will be responsible to the Venue Operations Manager, working as one of a team of Duty Operations Officers. You will provide a security presence at Trent Bridge to ensure the effective security of buildings and any staff or visitors who may be onsite.

You will be expected to work a flexible, variable shift pattern, working a variety of evening and weekend shifts throughout the week. A casual contract, example shift timings are:

1600 – 2300 (weekdays)

0800 – 1600 & 1600 – 0100 (weekends)

You will need to have previous experience within a security focused role, and be comfortable working alone or as part of a team.

Please see below for the Role Profile and Person Specification. If you would like to join us at Trent Bridge, please send your CV and a covering letter to:

The HR Manager
Nottinghamshire County Cricket Club
Trent Bridge
Nottingham NG2 6AG

or email your application to the HR Manager at

Recruitment@nottsccc.co.uk

Candidates must be eligible to work in the UK

No agencies please

Deadline for receipt of applications: 5pm, Friday 6th May

ROLE: Duty Operations Officer
RESPONSIBLE TO: Venue Operations Manager

Relevant General Objectives:

- Protect and enhance the Trent Bridge brand and values.
- Support the operations team in all aspects of the delivery of the operations department objectives for matchday and non-matchday activities, functions and events.
- Commit to an open, challenging culture where outstanding performance is the norm.

Specific Role Profile:

- Provide a security presence at Trent Bridge to ensure the effective security of buildings.
- Provide a frequent and high visibility security patrol at Trent Bridge to minimise risk of trespass, damage and theft, and record any reportable incidents.
- Respond to any activated fire or intruder alarms which may go off during the shift period, ensuring access routes for emergency vehicles are open and clear. a
- Liaise with the alarm monitoring station where applicable and reset alarm systems.
- Communicate and work co-operatively as part of a team with stewards and staff on duty, responding to any requests for support from them or any visitors who are on the ground.
- Manage access to the site out of hours to ensure the continued smooth running of services provided at Trent Bridge and restrict access to authorised personnel.
- Take initiative when problems arise and use resources available for support in dealing with them.
- Communicate with all relevant members of the Operations team / external security provider during and after your shift, reporting any relevant issues which may require their attention or support in a promptly manner.
- Carry out weekly inspections and record the findings on the documentation provided.
- Complete the daily duty log during the shift and report any matters arising to the Venue Operations Manager or Facilities Manager as required.
- Ensure Health and Safety issues are at the forefront of all work undertaken with relevant risk assessments being completed where appropriate.
- Meet and greet visitors arriving at the ground.
- Any other duties as required or as requested by the Venue Operations Manager or Head of Operations.

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> - Working in a similar security operations role. 	<ul style="list-style-type: none"> - Working at a sporting venue or similar environment.
Knowledge		<ul style="list-style-type: none"> - Experience of using CCTV, intruder and fire alarm systems and two-way radio systems.
Skills	<ul style="list-style-type: none"> - Good verbal and written communication skills. - Ability to be proactive and remain calm in dealing with difficult situations. - Ability to resolve problems. - Ability to operate safely within the workplace by identifying risk and using safe working practices and actions to minimise it. - Ability to deal with issues of confidentiality and sensitive situations in a constructive and empathetic way. - Computer literacy, including MS Office, Excel and Databases. 	
Qualifications		<ul style="list-style-type: none"> - Basic First Aid qualification. - Holder of an SIA licence. - Fire awareness training.
Qualities & Attitude	<ul style="list-style-type: none"> - Ability to deal professionally and courteously with staff, visitors and colleagues. - Ability to work within a team and build strong working relationships with team members and partners at all levels. - Self-motivated. - Ability to work alone and unsupervised. - Flexible approach to work. 	

Other	<ul style="list-style-type: none"> - Availability to work across a 7- day week shift pattern to include weekends and bank holidays if required. - Availability to provide shift cover at short notice. - Willing to undergo an Enhanced DBS check (formerly CRB). 	<ul style="list-style-type: none"> - Holder of full driving licence.
--------------	--	---