



Furcation Recruitment

Role: SIA Security Operative

Type: VOLUNTARY

Reports to: Head of Department (Security)

Summary / Overview

Reporting to the Head/Deputy Head of Security, our Security Operatives are the SIA Licensed staff members responsible for handling licensable activities within the venue, responding to incidents potentially involving violence/aggression/disorder, general enforcement of the code of conduct and supporting activities of the stewarding team.

Key Tasks & Responsibilities:

- Respond to Emergency, Urgent and Routine duties, as directed by duty Dispatcher / Shift Lead. In accordance with operational requirements, licensing conditions and convention policy.
- To safeguard attendees and staff from violence and assault utilising Conflict Management Skills and if required Physical intervention.
- Enforcement of the conventions Code of Conduct in a measured and proactive manner, ensuring professional standards at all times with an aim towards enhancing the attendee experience.
- Communicate with other Staff, Attendees, members of the public and other emergency responders in a calm, caring and professional manner, treating them with dignity and respect at all times regardless of circumstance.
- Ensure accurate completion of all required incident documentation and relaying of information to Dispatchers/Shift Leads as required to complete legal documentation.
- Liaising with your Heads of Department, Shift Leads, Dispatcher, wider convention staff and emergency services whilst remaining calm to ensure any incidents are dealt with swiftly and effectively.

Core Skills:

- **MINIMUM QUALIFICATION** - Valid and In-Date SIA Door Supervisor or Close Protection Licence
- Prior to application, all applicants should have attended at least one furcation event (or other similar conventions)
- Flexible approach to shift working (Early, Late, Overnight, On-Call)
- Previous experience in Customer Service and Door Supervision/Event Security
- Ability to communicate effectively - Aurally, orally and in writing.
- Ability to use communication and computerised systems - e.g. mobile phones, handheld radios, online systems, email, incident reporting systems
- Decision making
- Managing personal workload and responding to changing workload
- Responsibility for Self and others, working individually and as part of a team.
- Ability to deal with attendees in a caring and compassionate manner.

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How to Apply

Visit support.furcation.org.uk, Click "Open a new Ticket", Submit a Ticket with the Help Topic of "Recruitment" with "Welfare Security Operative" in the 'Role you are applying for' field.

Privacy Notice

Your e-mail address and any personal information will be processed under strict guidelines enforced by the GDPR (Data Protection Act 2018). Your details will only be held for as long as required to process your application and will be securely erased once we have satisfied our legal requirements. For further information, contact our Data Protection Officer at dpo@furcation.org.uk.