

OXFORD SECURITY SERVICES LTD

1. ORGANISATION STRUCTURE

RESPONSIBLE TO: HEAD DOORMAN

JOB TITLE:

DOOR SUPERVISOR

SUBORDINATES:

NONE

NONE

2. JOB AIMS & OBJECTIVE

- 2.1 To ensure that you understand and abide by the clients requirements as set out in the Operational deployment plan. You should learn the venue deployment plan and your place in the plan and venues specific procedures for incident control.
- 2.2 To ensure that entry numbers are controlled, and that you are fully aware of the venues specific fire procedures. Using tally counters if provided.
- 2.3 To wear the uniform specific to the venue you attend.
- 2.4 To monitor customer behaviour, and to ensure that all customers comply with the venue rules as specified in the operational procedures manual and within the guidelines of the licensing act. To use only the required level of force to enforce the rules and to report any breach of that behaviour using the incident report book provided.
- 2.5 To ensure that you have read the risk assessment for this venue and that you are fully aware of and practice the risk management procedures for this venue.
- 2.6 To ensure that all customers comply with the clients admissions policies in terms of dress, age, and behaviour
- 2.7 To read and fully comply with the Code of Conduct.

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- 2.8 To wear your S.I.A licence at all times whilst on duty and to ensure it is clearly displayed. To inform your head doorman and area manager if your license has been revoked. You may be prosecuted if you ignore this rule.

3. MAIN DUTIES & RESPONSIBILITIES

- 3.1 To read the projected Rota each week and to confirm which shifts you are available for. To inform the head door supervisor immediately if you cannot cover a shift.
- 3.2 To assist with recruitment by recommending suitable S.I.A licensed doorsupervisors to the company.
- 3.3 To ensure that you receive specific Venue induction training before commencing duties at any venue that you are unfamiliar with. To sign the relevant document confirming the training has been satisfactorily carried out.
- 3.4 To ensure that Incidents are reported and recorded wherever they occur in a public area. It is crucial that you report any incident or accident which you witness or are involved in within 24 hours of it occurring. Follow the instructions in the incident report book.
- 3.5 To ensure that you sign in and out and to enter your reference number as well as your S.I.A licence number. Enter the exact times of beginning and ending your shift.
- 3.6 To ensure that customers are greeted when entering or leaving the unit in a warm and friendly manner, and to offer assistance and comfort to any customers in distress and first aid where required and advice regarding the venues facilities
- 3.7 To sign for your radio or any client equipment at the beginning of each shift and return and sign it back in at the end of the shift. Please report any damage immediately to the head doorman or venue manager. Remember it is a health and safety requirement for you to wear your radio on a belt clip and to use an earpiece.
- 3.8 To cooperate and give full access to any representatives of the S.I.A, the emergency services, licensing department or environmental health department. Never refuse access in any circumstances.

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- 3.9 To monitor and report to the Head Doorman any customer behavior, addressing when necessary to maintain a safe, pleasant and non-threatening environment.
- 3.10 To pay strict attention to health & safety issues/dangerous occurrences to minimise the risk in potentially dangerous areas eg stairs, dance floor(s) and congested areas.
- 3.11 To advise and enforce where necessary unit policies ie. Non smoking areas, restricted access areas
- 3.12 To attend any training courses as and when requested by your area manager or the client in order to comply with your contract.
- 3.13 To ensure that visual checks are carried out in public areas to prevent the usage, distribution, or storage of illegal drugs reporting any such suspected activities. To learn and comply with the specific drug policy for which ever venue you attend.
- 3.14 As an agent of the licensee you are responsible for the licence and you should make sure that all its conditions are met.
- 3.15 As an agent of the licensee you have the right to ask any one to leave the premises. If they refuse you may use no more force than is necessary to eject them.
- 3.16 It is against the law to discriminate on the grounds of race, gender, disability, sexuality etc. Please ensure that any decisions you make are unbiased and based on rational and professional guidelines.

Professional Attitude & Skills.

You should as a Door Supervisor:

- Greet visitors to the licensed premises in a friendly and courteous manner.
- Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the Door Supervisors responsibility.
- Carry out his/her duties in a professional and courteous manner with due regard and consideration to others.
- Behave with personal integrity and understanding.
- Use moderate language, which is not defamatory or abusive when dealing with the members of the public and colleagues.
- Be fit for work and remain alert at all times.
- Develop knowledge of local services and amenities appropriately.

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General Conduct

In carrying out your duties as a Door Supervisor you should:

- Never solicit or accept any bribe or other consideration from any person.
- Not drink alcohol or be under the influence of alcohol or drugs.
- Not display preferential treatment towards individuals.
- Never abuse your position of authority.
- Never carry any item which is or could be considered to be threatening.
- Report all incidents to the management.
- Co-operate fully with the members of the Police, Local Authority, Security Industry Authority and any other statutory agencies with an interest in the licensed premises or the way they are run.

NOTE:

The above description does not necessarily itemise all jobs the job holder will be required to do.

PRINT NAME..... Date.....

SIGNED..... (Job Holder)

PRINT NAME..... Date.....

APPROVED BY..... (Oxford Security Services Ltd)

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