



BRITISH AIRWAYS i360

Night Security Officer

Job Description

About us...

Visitors to British Airways i360 can take to the skies and see Brighton and the South Coast as they have never seen them before.

Guests glide up gently to 138m (450ft) in our futuristic glass viewing pod, conceived and designed by Marks Barfield Architects, creators of the London Eye.

The Role...

Reporting to the Security Manager, you will ensure we deliver a safe and secure operation at this world-class attraction.

You will be part of a high-performing in-house security team, which is customer focused and highly professional, fit for our iconic venue.

The night security operation includes taking responsibility for keeping the venue secure out of hours. You will undergo patrols, CCTV surveillance, compiling reports, amongst other responsibilities.

The work pattern will involve 12 hours a day from 6pm to 6am or 8pm to 8am (times might change depending on business needs), 4 working days followed by 4 rest days, you must be flexible in order to cover weekends, holidays and operational needs which could include day shifts.

Main responsibilities...

- To deliver world-class service excellence in line with our service standards.
- To monitor and identify potentially hazardous situations, security risks, crime or disorder, and report as necessary.
- To guard the retail area and cash collections in order to prevent losses
- Secure premises and personnel by patrolling property; monitoring surveillance equipment; inspecting equipment, and access points; permitting entry.
- To respond to any intruder alarms and to undertake surveillance of the building and guests using CCTV equipment, in line with SIA guidelines.
- Prevents losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.
- Completes reports by recording observations, information, occurrences, and surveillance activities
- To deliver a safe and secure operation as part of our visitors' experience, in line with our brand values and customer service ethos.
- To perform first aid or CPR and liaise with the ambulance service if necessary.

- To diffuse difficult situations, dealing with potentially aggressive, abusive or violent behaviour appropriately
- To assist in any emergency situation that arises on or around the site.
- To ensure British Airways i360 policies and procedures are strictly adhered to, specifically security, customer service and service recovery.
- To assess if guests may pose a threat, confiscating prohibited items, evicting, or apprehending violators, contacting the Police if necessary, and reporting this to the duty manager.
- Any other duties as may reasonably be required and that fall within the scope and range of the job.

This list is not exhaustive, and a flexible and willing attitude is vital.

Your skills, experience and personal qualities

- You will be a security professional with relevant experience in a comparable high-volume organisation.
- You must hold a SIA Door Supervisor Licence and a SIA Public Space Surveillance (CCTV) Licence.
- You will have a sound working knowledge of security best practice, legislation and security systems, including alarms, CCTV.
- You will have excellent customer service skills.
- You will have a previous experience of working during night time.
- You will have sound judgement and decision-making skills, with a 'hands on', problem solving approach, able to remain calm under pressure and take control of incidents.
- You will be a team player with great communication and interpersonal skills, with the ability to diffuse difficult situations and a hands-on attitude, willing to muck in and to help out to make sure that the is secure and the operation runs smoothly at all times.
- You must be a self-starter who is able to work without direct day-to-day supervision, but equally you must be a team player able to work effectively with colleagues at British Airways i360 and the broader team.

£21,840 annual salary

Permanent contract

4 days on 4 days off