

**British Airways i360, Brighton**  
**Security Manager**  
**Guest Experience Team**  
**Competitive Salary depending on experience plus benefits**

Do you enjoy managing a large team in a busy, customer focused environment? Do you possess the confidence and "can do" attitude required to work for this iconic Brighton venue? You will have already gained experience working in a front-line public facing role. With your customer focused, highly professional approach you will help us to deliver a safe and secure operation at our world class attraction.

You will directly manage, develop and train a high-performing in-house security team (15 staff).

The security operation includes searches for the i360 pod and licensed areas, and overall 24-hour security of the entire 1,500 square metre public venue including shop, hospitality spaces for up to 1,000 people, restaurants, visitor facilities and exhibition space.

You will work as part of the operations management team.

Your main responsibilities will include:

- delivering a safe and secure operation as part of our visitors' experience, in line with our brand values and customer service ethos.
- training and manage the security team including part-time, full-time and seasonal staff to ensure security and operational excellence including recruitment, training, staff rotas and performance management.
- assisting the Head of Guest Experience in developing standard operating procedures for security, risk assessments, emergency planning and procedures to ensure the safe and efficient operation of our services.
- building and maintaining a relationship with the emergency services and the local authority, acting as the main point of contact for all security and safety matters.
- to undertake security surveys and risk assessments, identifying issues, implementing solutions and maintaining records.
- to be the security lead role in the Major Incident Team.
- acting as contact point for any investigations involving security; to prepare reports and note follow up action.
- investigating any significant security breaches and make any recommendations, undertake full investigation and recommend course of action in consultation with Head of Guest Experience

We are looking for self-motivated people who can work with limited supervision. Great team players with excellent communication and interpersonal skills you will be an experienced manager in a comparable, high volume environment.

You must hold a valid SIA Door Supervisor Frontline Licence and be flexible and willing to muck in to help the operation run smoothly.

This is a full-time role, 40 hours a week. We are open 24/7 for 364 days per year. You will be expected to cover early shifts and late evenings as the operation requires and be "on-call" out of hours for emergencies. This is not a 9 to 5 job and will involve rostered evening and weekend working.

If you feel you would be a great fit for our team please send a CV and Covering Letter to [jobs@britishairwaysi360.com](mailto:jobs@britishairwaysi360.com) explaining why you would be perfect to join our team. We will only consider candidates who have previous team management experience, hold a valid SIA Licence and have the right to work in the UK. Closing date is 24 May, close of business.