



**Job Title:** Venue Security and Reception Officer

**Job Level:**

**Responsible To:** Venue Security & Reception Supervisor

**Direct Reports:** N/A

**Place of Work:** Sheffield Arena and Sheffield City Hall

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### **Purpose of the Job**

To operate a friendly, informative, and professional reception service, while maintaining the security of the Venue and its contents. With a security mindset and a conscientious approach to counter terrorism the role will provide a proactive deterrent via visible presence and active monitoring of the venues security systems. The post holder will play a key part of the overall security of the venue and be a key holder responsible for unlocking and securing of the venue.

in addition to maintaining the security of the venue you will maintain a clean, safe, and professional environment in and around the area and conduct and record building checks as required, reporting as appropriate and to carry out all necessary administrative duties associated with the responsibilities.

To act as fire and safety marshal monitoring and utilising appropriate equipment as required and use of the venues public address system. You will also be required to be the venues first aider providing cover for all personnel.

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### **Job Summary:**

The role will be required to manage and control access to the venue and associated items of equipment. You will be responsible for the accurate control of items issuing and recording the items as required. You will be responsible in ensuring only authorised personnel are permitted on to site and that these personnel are suitably inducted in terms of venue familiarisation and safe working practices. i.e. authorisation to work and permit to work schemes etc.

You will be a key point of contact for any visitors entering via your station and will be required to maintain a polite, professional reception service with a security mindset. You will also be required to actively monitor operate and record information via the venue CCTV system and other security solutions providing a proactive approach to venue security. The role will also play a key part in the venues statutory responsibilities with testing and recording routine systems maintaining compliance with regulations and a safe working environment.

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## Key Responsibilities:

- To secure and open the venue including the operation of the intruder alarm system ensuring appropriate check sheets are completed in accordance with Company procedures.
- To maintain the security of the building by issuing the relevant passes to visiting event staff, contractors, and visitors and to monitor register and manage all arrivals ensuring all employees and visitors arriving register their attendance and departure and have appropriate authority to enter.
- To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken.
- To encourage a cautious culture of always being aware of current risk rating and expectation of an attack is possible ensuring a proactive approach is being maintained by everyone including workers, contractors, clients, and users of the facility.
- To control and maintain the security of all venue keys, radios and security passes.
- To answer incoming telephone calls, introducing the company and ensure efficient transfer of callers, taking messages and dealing with enquiries as required
- To monitor CCTV as and when necessary, reporting any problems or concerns and recording any faults.
- To monitor the buildings fire detection system, intruder alarm system, building management system and investigating alarms
- To ensure all post, parcels and deliveries are directed to the correct department
- To monitor the two-way radio system
- To implement and comply with the company's Health and Safety policy, maintaining the safest possible environment for your colleagues, the visiting companies and patrons
- To understand and comply with the Data Protection Act, and the Code of Practice in the use of CCTV
- To undertake any other reasonable duties as requested by the management
- Be professionally presentable at all times
- Offer a polite and courteous manner to guests and visitors
  
- To manage permit to work procedure ensuring all contractors arriving are pre approved and issued with the appropriate equipment.
- To distribute parking permits ensuring that the strict guidelines relating to such are adhered to and parking is only permitted in authorised zones.

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## Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.