MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

MCC Operations Manager – Security

Department: Ground Superintendent’s Office
Reporting to: Senior Operations Manager – Ground
Contract: Permanent

DIMENSIONS OF ROLE

Hours: 09:00hrs to 18:00hrs, Monday to Friday (inclusive), including one hour unpaid lunch on each day worked; making a total of 40 working hours per week.

KEY PURPOSE OF ROLE

• Being the operational lead for the day-to-day year-round safety and security operation of Lord’s Cricket Ground.
• Attending weekly ground operational meetings.
• Deputise in absence of the Head of Security.
• Ensuring that Lord’s Cricket Ground has appropriate security and stewarding resources deployed in accordance with the Security Plan.
• Provide management and leadership of the full-time security staff and casual stewards ensuring all deliver on the teams three main objectives.
• To ensure our Cricket Ground and working areas are well maintained and presented. Also all players, members, visitors and staff are safe whilst at our historical ground.
• To ensure that our Cricket Club is secure and that all players, members, visitors and staff feel protected when visiting and working.
• To make Lord’s Cricket Ground a warm and welcoming venue for all and ensuring the customer is central to our focus, being adaptive to their changing needs, delivering service that exceeds expectations.

KEY TASKS AND ACCOUNTABILITIES

• To conduct performance management programmes in-line with the departmental and HR processes (monthly meetings and yearly objectives) and to ensure the whole team continuously improves and develops.
• Support the GSO Senior Management Team with the formulation, development and delivery of the MCC year-round security operation.
• In support of the GSO Senior Management Team and Operations Manager - Projects & Technology, work in collaboration with other departments to coordinate, develop and manage the CCTV system, security related alarms, door access and general command and control operations.
• At the discretion and direction of the GSO Senior Management Team act on behalf of MCC regarding any security or related matters/investigation.
• To have a full working knowledge of all security and emergency systems, procedures and protocols, leading when required.
• Ensure all areas are safe and presented at their best. Promptly reporting and escalating any issues to the appropriate teams.
• To meet every quarter with Night-watchmen and the external security provider to update on threats and security issues.
• To support with recruitment of new stewards and security personnel. Working alongside the Head of Security to help develop relevant training packages and deliver training to the appropriate standard and compliance.

This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.
**VARIATIONS OF JOB RELATING TO MAJOR MATCHES**

- To work in partnership with the MCC Head of Security to deliver match day security operation at Lord’s.
- To work in collaboration with the Safety Officer in the Control Room on Match Day operations and in instances when the Emergency Management Plan is activated.
- Support the GSO Senior Management Team with the delivery of the traffic management operation.
- Assist and contribute to the delivery of relevant documentation pre-event to ensure quality standards, including search protocols and perimeter security, emergency management plan, gate entry procedures, accreditation, door access control, stewarding and security group operational plans and deployments.
- To deal with customer complaints on the day and after events.
- Any other duties as required whether in the Department or elsewhere around the Ground.

**VALUES AND BEHAVIOURS**

- Have a positive and proactive approach to all elements of the role.
- Take responsibility for own actions and outputs.
- Be respectful to all MCC employees, casual workers, Members and visitors.
- Actively promote team work by supporting others and sharing knowledge.
- Deliver high quality work/service in a timely way.
- Actively work to help improve standards across the Department.

**SMART**

- We make informed decisions
- We cut out inefficiency and complexity
- We ensure that everything we do looks, sounds and feels high quality

**ATTENTIVE**

- We are welcoming hosts to people of all cultures and backgrounds
- We pride ourselves on impeccable manners
- We work with other organisations for the good of the game

**ORIGINAL**

- We set our own high standards
- We constantly seek out better ways of working
- We encourage people to be imaginative in their work

**HEALTH AND SAFETY**

- At all times be responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures
- To report any unsafe practices, equipment or circumstances as appropriate.
- Comply fully with relevant security policies and procedures.
- Be familiar with fire procedures and evacuation procedures and be prepared to operate when/if trained as a Fire Warden.

**PERSON SPECIFICATIONS, SKILLS AND QUALIFICATIONS**

- Previous experience in security but isn’t essential.
- Excellent high standard of face-to-face customer service skills.
- Proficient in using basic IT software including Outlook, Work and Excel.
- Promote a strong safety and security message.
- Be self-motivating with a positive and proactive approach.
- Act professionally with all employees, casual workers, Members and visitors.

Written by: Isabel Joris
Date: December 2021

Accepted by:
Date: