

## Your Commitment

- Dynamic and self-motivated.
- Awareness of security (current threats and vulnerabilities)
- Willingness to study in own time to achieve.
- You must be committed to 20% of Off-the-Job Training hours, for the duration of your programme.

## The Future

Once you have completed the programme, you will have both academic qualifications and experience of management within G4S.

That means you will be in the best possible position to continue your career.

## Your Support

- Provide feedback on your progress.
- Provide one-to-one coaching and guidance.
- Instruction on gathering evidence for your portfolio.
- Underpin skills to achieve English and maths.

# SECURITY FIRST LINE MANAGER

## Level 3 Standard

During the programme you will study security management whilst working within your area of operations. You will achieve a **Level 3 Standard**, with the option of having a **Chartered Management Institute certificate**. This unique security management course is an opportunity to become a trained manager.

The programme will develop knowledge, application, skills, experience and behaviours required to supervise security personnel and manage site security in line with regulatory requirements. It includes teaching of risk assessments, providing security advice, understanding threat vulnerability and risk management, security operational and incident management.

This will give you a comprehensive understanding of security management and will support you in achieving key business objectives and progressing in your role.

## Studies and Responsibilities

- Effectively undertake a fully comprehensive support role in support of the Security Manager.
- Develop skills, knowledge and experience to support in the development and update of the security management plans and procedures.
- Support in the risk assessment and risk management of various threats to the business.
- Track security Incidents and reports.
- Act as liaison between stakeholders, facility management and service providers.
- Support key security projects including system upgrades.
- Develop an awareness of current security systems technology including access control, CCTV and intruder detection.
- Learn about other areas of the business.
- Oversight and management.
- Represent the security team at meetings and events.
- Be responsible for aspects of corporate security.



**The Security First Line Manager programme is a fantastic opportunity to develop the skills needed to manage people working in a range of security environments, including the private security industry, event security, in-house security, and government agencies such as the Ministry of Defence and the Ministry of Transport.**



### **Unit 1 Health & Safety**

Have complete understanding of current health and safety regulations, with a view to minimising H&S risks and hazards to health and wellbeing, relevant to the Security Context/ Environment in which you operate e.g. private Security Industry, MOD, Event Security, 'in-house', Dept for Transport

### **Unit 2 Customer & Stakeholder Management**

Understand the market in which the role operates and the specific needs of each customer/industry stakeholder, thus developing strong customer relationships and confidence in the security provision

### **Unit 3 Security Risk Management**

Understand the Organisational structure, policies & procedures as well as potential threats to the industry, modus operandi of individuals and specific organisations, both internally and externally.

### **Unit 4 Staff Management & Development**

Awareness of the role requirements and individual knowledge & skills and security specific accreditation/certification of personnel needed to carry out their role within the Security Environment. Understanding of Employment law, human rights, policies and procedures governing people management, and knowledge of leadership & motivational theories and principles.

### **Unit 5 Contract Performance**

Knowledge of relevant regulations governing security on a local and national scale. Understand areas of development that need to be addressed, of a security nature, in relation to specific customer needs.

### **Unit 6 Improvement Planning & Implementation**

Understand the market in which the role operates and the specific needs of each customer/industry stakeholder, thus developing strong customer relationships and confidence in the security provision.

### **Unit 7 Compliance Management**

Understanding the regulations governing Security on a local, National and, where appropriate, international scale. Know how to identify and assess strengths, weaknesses, opportunities, risks, vulnerabilities and complex threats to security operations.

### **Unit 8 Communication**

Demonstrate use of appropriate methods of verbal and non-verbal communication relevant to the situation in order to ensure that risk does not escalate and all parties are aware of their responsibilities and updated continually.

## Unit 9 Corporate Social Responsibility

Know the impact and effects that your industry has on the environment and your responsibility to that community. Understand the importance of linking in with intelligence sources and crime/threat reduction initiatives.

## Unit 10 Operational Management

Understand the customer's area of responsibility in order to provide the correct level of protection of all buildings and assets



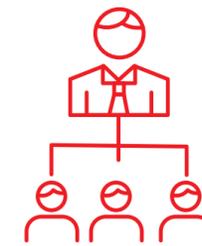
## Research Project – to be presented at End point Assessment

### Operational Management



This area covers organisation vision mission and objectives and how the Security Provision support this, the different security requirements across organisations and policies and process that support this.

### Improvement Planning and Performance



This area covers the development of action plans based on the security risk assessment conducted, and the implementation process and communication methods that could be used within own organisation.

### Compliance Management



This area covers the regulations that govern security on a National Scale and those that impact the security provision in own organisation. Business Continuity plans and how the security provision supports this and best practice within security.

### Security Risk Management



This area covers the risk assessment process of internal and external threats to property, people and premises, identifying potential occurrences and recommending remedial actions to reduce threats and increase safety.

### Progress Reviews

These are meetings between yourself, your trainer and line manager held every 12 weeks to summarise the learning that has taken place, and set and agree further developmental targets.

## Core Behavioural Competencies

- Security Conscious - To work in a manner that promotes the security of people, property, and premises
- Professional – To demonstrate conduct that is in line with organisational requirements
- Courteous and Respectful – To communicate and understand meaning
- Calm – To enhance security service performance through conflict management techniques
- Customer Focused – Exceed customer expectations and add value where possible
- Confidential – To promote confidence by complying with organisation policy and legislation
- Integrity – work for the greater good and not sacrifice high standards for immediate gain or personal benefit.