

JOB DESCRIPTION

Job Title: Door Supervisor
Based at: Unit 1, Iona Business Park, Southway, Derry
Responsible to: Estate Services (NI) Ltd, Manager/Senior Supervisor
Hours of Duty: Flexible hours
Rate of Pay: £ 9.65 per hour gross.

MAIN PURPOSE:

Controlling entry and maintaining good order and public safety in licensed premises.

Duties:

1. To report for duty punctually with a neat and tidy appearance (at least 10 minutes before your contracted start time.)
2. To sign on duty in the Security Supervisor's Log Book.
3. To carry out your duties as per instructions specific to the event.
4. To record in the Event's Incident Report Book details of ALL incidents and occurrences.
5. To know the location of ALL fire fighting equipment.
6. To sign off duty only when finished and complete ALL entries in the Senior Supervisor's Log Book.
7. To attend training designed to enhance skill levels, thereby assisting the development of Estate Services (NI) Ltd.
8. To carry out any other reasonable duties required by Estate Service's Manager, Board of Directors or Senior Supervisors.

All Door Personnel employed by Estate Services (NI) Ltd will be expected to read, sign and adhere to the Company's Code of Conduct as outlined below. (After interview and successful selection.)

ESTATE SERVICES (NI) LTD

1. CODE OF CONDUCT FOR DOOR SUPERVISORS

Any failure by an employee of Estate Services (NI) Ltd, to adhere to this code may result in disciplinary action by Estate Services (NI) Ltd that could lead to dismissal.

- A. I shall always regard myself as being employed in a honourable and important profession.
- B. I shall keep myself in the best possible condition so as I may efficiently perform my Duties.
- C. I shall put forth all my efforts to know my work thoroughly and take every opportunity to increase my personal and professional knowledge.
- D. My services shall be impartially efficient at all times and I shall be courteous in my professional relations.
- E. I shall be loyal to my seniors and accept responsibility for my actions, which shall be only such as, will reflect credit to the company, my profession and myself.
- F. I shall be impartial in reporting incidents, regardless of person or consequences involved so as to assist my senior in arriving at correct decisions and in doing justice.
- G. I shall act fairly and not unlawfully discriminate against any person on the grounds of colour, race, religion, sex or disability and should always be prepared to justify my actions.
- H. I shall not fraternise with customers, friends or relations while on duty.
- I. I shall use moderate language at all times when dealing with members of the public and other members of staff.
- J. I shall not drink alcohol while on duty or be under its influence when reporting for duty.
- K. I shall never abuse my position of authority and immediately report any incident or involvement with the police that may affect my continued employment with Estate Services (NI) Ltd.

2. DUTIES AT THE EVENT

The Duties of Estate Services (NI) Ltd supervisors at events is:

- A. To report to and take directions from the licensee or person in charge of the event being supervised. (Such authority as a door supervisor has, is gained through that person);
- B. To keep confidential all security arrangements and keep informed of any changes to those arrangements.
- C. To refuse access to anyone whose presence at the event might render the licensee or person in charge of the event subject to prosecution for any offence?
- D. To ensure that consent is obtained from each customer in front of witnesses prior to any search-taking place, if personal searches are required as a condition of entry.

- E. Not to search individuals of the opposite sex and to ensure that any items seized are dealt with strictly in accordance with the venue policy.
- F. To maintain good order on the premises and to ensure the safety of the public by awareness of fire and emergency equipment and evacuation procedures.
- G. To use tact and diplomacy as the first tool to control any conflict.
- H. Then, if tact and diplomacy do not work, to use only the minimum amount of force required for the intended purpose.

NOTE: The law allows any person to use reasonable force to defend themselves, their property or the property of another person. In addition, a person may use “such force as is necessary in the circumstances in the prevention of crime. The use of force, however slight, always requires justification that it was reasonable in all the circumstances”.

- I. To protect the premises and the property against damage and theft.

3. INCIDENT PROCEDURES

When incidents occur Estate Services (NI) Ltd Door Supervisors should:

- A. Ensure communications equipment works and understand how to use it.
- B. Note and report incidents in a daily logbook for the information of the security team, the management and the regulatory agencies.
- C. Assist the emergency services in whatever way they request and ensure they are not obstructed in the execution of their duties.
- D. Be aware of procedures for informing the management and the public of an emergency, for taking immediate action and for alerting the emergency services (police, fire and ambulance.)

I _____ certify that I have read and understood the duties and responsibilities defined in my Job Description and I accept them as part of my condition of service.

Employee's signature _____

Date _____

Senior supervisor/Manager _____

Date _____

ESTATE SERVICES (NI) LTD

PERSONNEL SPECIFICATION

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|------------------|---|
| POST: | Door Supervisor |
| EMPLOYER: | Estate Services (NI) Ltd |
| LOCATION: | Unit 1, Iona Business Park, Southway, Derry |

| FACTORS | ESSENTIAL | DESIRABLE |
|---|--|---|
| QUALIFICATIONS AND/OR EXPERIENCE | <ul style="list-style-type: none">Over 21 years old | <ul style="list-style-type: none">Some previous experience as door supervisor. (Not essential As full training will be given) |
| KNOWLEDGE | | <ul style="list-style-type: none">Basic First Aid (not essential) |
| SPECIAL APTITUDES | <ul style="list-style-type: none">Be physically fit and have the mental capacity for the job.Good personal presentation,Good communication/ social skillsBe smart, self confident and alert.Mature disposition | |
| SPECIAL CIRCUMSTANCES | <ul style="list-style-type: none">Flexibility – ability to work unsocial hours, weekends, bank holidays etc. | <ul style="list-style-type: none">Access to transport |

All applicants who are successful at interview stage will be required to declare any previous criminal convictions. Further information will be given at that stage.