

Job Description

Job Title:	Safety and Security Officer	Department:	Security
Reporting to:	Safety and Security Manager	Direct Reports:	Nil

Vision, Mission and Values

Strive to achieve our vision:

“Building Great Memories”

Through our mission:

*“Through our heartfelt Kiwi service,
we are passionate about creating unique local experiences and lasting memories.”*

By living our values daily:

*Connect from the Heart
Better Every Day
Do the Right Thing
One Team One Dream
Take Care of the World around Us*

Purpose of Position

To manage the Safety and Security functions ensuring guest satisfaction is achieved through the timely and cost effective delivery of safety and security at Cordis, Auckland. Education of colleagues and management on safety, security and emergency procedures, acting as a resource and base for all managers on safety and security issues. It is a requirement for this role that you hold a Possession of a Certificate of Approval (COA) as a Crowd controller. Lead by example in taking the initiative to create moments of ‘WOW’ for our guests.

Key Performance Areas

Role Specific

- Ensure all hotel standards are met and / or exceeded
- Leadership and supervision of colleagues to ensure a clear sense of purpose and direction.
- Be flexible to work alternative shifts according to the weekly roster, including AM, PM and Sunrise.
- Patrols of the interior and exterior of the hotel, continually maintaining a Security, Safety and emergency prevention watch throughout the hotel.
- Assist with luggage, valet parking, rooming of guests, delivery of food etc., as requested or needs are observed.
- Comply with hotel and other quality audit standards, policies, procedures at all times.
- Ensure standards of behaviour are aligned with guest and hotel expectations and are maintained, by circulating amongst guests, ensuring compliance with all rules pertaining to age, behaviour, sobriety and noise levels

- Interact with guests using a guest centric approach with discretion a key focus.

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- Liaison with Front Office and Food and Beverage teams etc., to manage any incidents as required.
- Assist in driving the health and safety culture of the hotel.
- Provide advice and support to management and colleagues on Safety and Security issues.
- Demonstrate exceptional customer service in line with principles CDAKL and LHG.
- Completion, follow up investigation and filing of incident and accident reports.
- Ensure accurate information is available to the Managing Director, Hotel Manager, Director of Finance, Director of Human Resources and Department Heads for all incidents and accidents that occur on Hotel property as appropriate.
- Knowledge of/maintain up to date information on pertinent safety and security laws and educate colleagues on any changes.
- Undertake investigations as required
- Knowledge of Sale of Liquor Act legislation.
- Assist with other areas of the hotel as required.
- Contribute towards the hotel sustainability goals by:
 - separating waste from guest rooms and public areas into correct bins;
 - using chemicals in accordance to their fact sheets specification;
 - dispose of hazardous substances or materials in the correct manner;
 - use natural resources sensibly, avoiding waste;
 - following our 'Guests of the Earth' program attentively;
 - reporting any areas of improvement to my department's CONNECT champion.

For All Colleagues

- Actively source and use guest and colleague names; making eye contact, smiling and approaching immediately
- Provide efficient, friendly and professional service, using your initiative, to all guests, colleagues etc., bringing life and meaning to our VMOV and essentials
- Live by the principles of our Vision, Mission, Values and Essentials, our Welcome Handbook, hotel Standard Operating Procedures and policies, adhering to these expectations.
- Be flexible with rostered days off, shifts and hours
- Achieve quality standards in order to achieve consistency via e.g. Key Performance Indicators, i-Auditor tools, Mystery Shopper audits, ReviewPro, etc.
- Promote revenue generating opportunities being familiar with the hotel's products and services
- Utilise internet and email in conjunction with Cordis, Auckland Internet, Social Media and Email policy
- Ensure all elements of HACCP are met
- Ensure all hotel standards are met and / or exceeded
- Adherence to Emergency Communication procedures ensuring that enquiries from the media are only responded to by the nominated spokesperson
- Participate in our CONNECT programme
- Work in other areas of the hotel as requested
- Any other reasonable task as requested by Hotel management.

Health & Safety

- Active participation; working in line with and as required by, Health & Safety legislation and hotel policies, procedures and expectations, while encouraging other colleagues to participate
- Comply with the Health & Safety policy statement, H&S policies and procedures and the relevant H&S Business Plan
- Work in a safe manner, providing a safe workplace to all colleagues
- Use protective/safety equipment wherever provided and required
- Fully understand departmental fire, evacuation and emergency procedures
- Accurate and timely reporting of all hazards, incidents and work related injuries to your supervisor or manager

Essential Skills, Attributes and Experience

- Superior Customer Service skills

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- Proactive in taking initiative
- Excellent communicator, team player, empathetic and patient
- Strong ability to communicate in written and spoken English
- Strong attention to detail
- Time management, listening, conflict resolution, selling and marketing, negotiation skills
- Displays a sense of urgency
- Business acumen and strategic focus
- Displays flexibility and high energy levels
- Motivate self and others
- Displays quality team work
- Able to build and maintain relationships
- Displays service mentality and attitude
- Able to delegate
- Values diversity
- High level of personal and professional integrity and trustworthiness with strong work ethics
- Ability to work independently with excellent communication and presentation skills, both verbal and written

Success Factors

Business

Business Focus
Customer Focus

Self

Functional proficiency
Ownership of Results
Decision Making
Innovation

Leadership

Leadership skills
Communication
Teamwork
Staff Development and Coaching

Your success in demonstrating these competencies will be communicated through the PRIDE Appraisal performance management process.

It is not the intent of this job description to cover all aspects of the position but to highlight the most important areas of responsibility.

I understand that this job description may be subject to change by the management of Cordis, Auckland.

I have read and understood this job description and agree to carry out the duties listed above. I accept responsibility for the awareness of modifications and/or changes to this job description. I can perform the functions of this position as indicated above.

Name <i>(Please print)</i>	Signature	Date
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