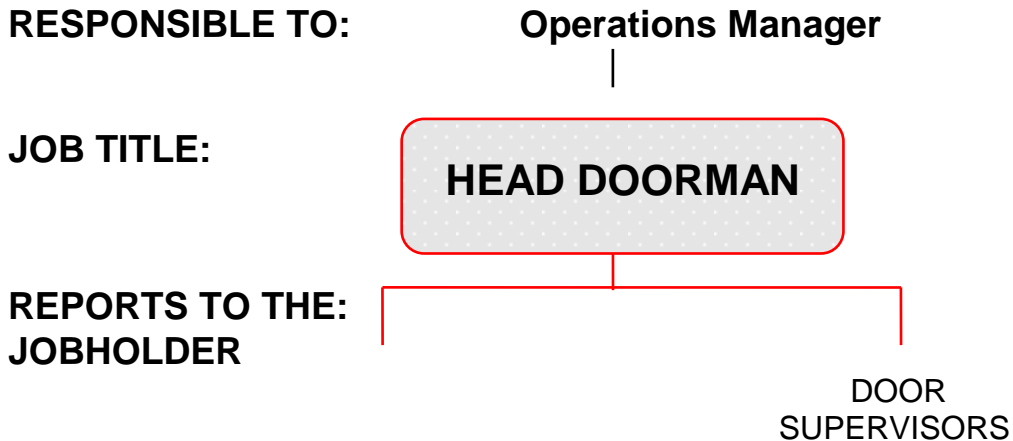


OXFORD SECURITY SERVICES LTD.

1. ORGANISATION STRUCTURE



2. JOB AIMS & OBJECTIVE

- 2.1 To ensure that the customer's requirements are implemented and maintained at all times. And that all doorstaff hold a current SIA license. **UNDER NO CIRCUMSTANCE MUST UNLICENCED DOOR STAFF BE USED**
- 2.2 To ensure that the requirements of the Code of Conduct are implemented and maintained. And that every member of the team is aware of the code of conduct requirements.
- 2.3 To ensure upon identification of any venue Non-Conformance that corrective action is implemented as soon as possible.
- 2.4 To provide venue induction training to new Door Supervisors.
- 2.5 To ensure that the required number of Door Supervisors are in attendance at the venue. And to produce a completed Rota based upon the signing in book at the end of each week containing all badge numbers and expiry dates for signature by the venue manager. **FAX TO HEAD OFFICE IMMEDIATELY AFTER SIGNATURE HAS BEEN APPLIED.**
- 2.6 Subcontractor Agreements to be posted to the office within 7 days of new partners commencing. Always keep spare subcontractor forms in a file at the venue or in an easily accessible place.

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- 2.7 To ensure that all new starters are telephone screened before being given a permanent role. A two week training and induction period should be used to ensure the person is suitable. Please communicate with the screening department at Head office, and use the 5 year vetting form provided to record the information.
- 2.8 To ensure that all staff complete the application form for 5 year work history. Ensure that there are spare forms at the venue or in an easily accessible place. Check that all sections of the form are correctly completed before sending to head office or passing on to your area-rep.

3. MAIN DUTIES & RESPONSIBILITIES

- 3.1 To ensure that the requirements identified in the site survey are implemented and maintained. And any reasonable request by the venue manager.
- 3.2 To ensure that the head office is notified of any customers complaints.
- 3.3 To read acknowledge and implement all head office memos.
- 3.4 To ensure that an Incident report is completed after every incident. And that your area rep and a company Director is informed within 24 hours if an incident takes place to which the emergency services are involved. All incidents should be sent to head office at the end of each week unless otherwise instructed by a senior member of leisuresec or Client Company. You may charge for postage if receipts are presented.
- 3.5 To ensure that all Door Supervisors sign in and out.
- 3.6 To ensure that head office is notified of any incidents that require the emergency services to be in attendance.
- 3.7 To notify head office of any changes to the regular operation which may place the safety or well being of any person including door team members or members of the public at risk. You must be aware of and comply with the health and safety at work act. A copy of the health and safety policy should be kept in a prominent place such as a staff room.
- 3.8 To ensure that all doorsupervisors are suitably presented, well groomed and wearing the correct uniform.
- 3.9 To attend any training courses as required to comply with your contract.

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- 3.10 To cooperate with any Oxford Security Services personnel performing venue audits fully
- 3.11 To cooperate with and give full access to any representatives of the emergency services or licensing department or environmental health whilst informing duty manager as soon as possible **NEVER REFUSE ACCESS.**
- 3.12 Any requests required to satisfy the client's needs.

Professional Attitude & Skills.

You should as a Door Supervisor:

- Greet visitors to the licensed premises in a friendly and courteous manner.
- Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the Door Supervisors responsibility.
- Carry out his/her duties in a professional and courteous manner with due regard and consideration to others.
- Behave with personal integrity and understanding.
- Use moderate language, which is not defamatory or abusive when dealing with the members of the public and colleagues.
- Be fit for work and remain alert at all times.
- Develop knowledge of local services and amenities appropriately.

General Conduct

In carrying out your duties as a Door Supervisor you should:

- Never solicit or accept any bribe or other consideration from any person.
- Not drink alcohol or be under the influence of alcohol or drugs.
- Not display preferential treatment towards individuals.
- Never abuse your position of authority.
- Never carry any item which is or could be considered to be threatening.
- Report all incidents to the management.
- Co-operate fully with the members of the Police, Local Authority, Security Industry Authority and any other statutory agencies with an interest in the licensed premises or the way they are run.

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NOTE:

NOTE:

The above description does not necessarily itemise all jobs the job holder will be required to do.

PRINT NAME..... Date.....

SIGNED..... (Job Holder)

PRINT NAME..... Date.....

APPROVED BY..... (Oxford Security Services Ltd)

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