



ROTHSCHILD
FOUNDATION

Job Description

Job Title: Deputy Head of Security	
Responsible to: Head of Security & Transport	
Department(s): Security	Location: Waddesdon

Waddesdon Manor is a historic house open to the public near Aylesbury, Buckinghamshire. Created by Baron Ferdinand de Rothschild from 1874 and set in a Grade 1 listed garden, it is home to the Rothschild Collection and was bequeathed to the National Trust in 1957. Today it is managed by a Rothschild charitable trust, The Rothschild Foundation (RF), and welcomes in the region of 350,000 visitors annually. It is home to the Rothschild Collection, a world-class collection of fine and decorative arts assembled by three generations of the family, and runs a varied public events, schools and exhibitions program, including a popular Christmas Season and a family and institutional Archive. The RF has a trading company, RWL, which runs catering and retail on-site, a private events business and a hotel, (the Five Arrows) and pub (the Bow) in Waddesdon village.

The Rothschild Foundation has a broad philanthropic remit and gives grants and supports charitable and educational activities in sectors including arts and heritage, education, the environment and social inclusion.

The Security Department of the Rothschild Foundation is responsible for the security of the collection, the historic and commercial properties, staff and volunteers across the Waddesdon Estate. This is a 24/7 manned operation. It includes staffing the control room, responding to alarms and notifications from the Centralised Security System, double locking and unlocking buildings, and undertaking patrols covering a footprint of 5,500 acres.

Key areas of activity:

The Deputy Head of Security (DHS) is primarily responsible for the daily operation of the Security Department. This includes line management of a team of Security Rangers (SRs), Security Technical Officers (STO) and Security Officers (SO) who work on a rota basis, covering day and night shifts for 24 hour cover. The DHS reports into, and works closely with, the Head of Security and Transport (HOST) who oversees the strategic direction and long-term planning for the department.

The DHS is responsible for ensuring the highest standards of response and communications from the team at all times. The DHS leads them in championing exceptional service and support to staff, contractors and clients, and promotes the importance of being a customer-facing department.

Additionally, they will use their technical knowledge to proactively make adjustments to the high specification CCTV and Centralised Security Systems, ensuring the best performance is drawn from them, improving monitoring capabilities and response time.

Working with the HOST, the DHS will also coordinate the remote monitoring of external CCTV systems ensuring alarms are actioned, protocols are followed, and that an excellent working relationships with other client properties are maintained.

Full Control Room training will be provided.

Responsibilities & Duties:

Daily Operations and Routines

- Fully understand the roles within the Security Department and be able to undertake the duties of each with confidence
- Develop and maintain a detailed understanding of all buildings
- Respond to first aid incidents involving staff, visitors and contractors as required, ensuring all paperwork is submitted to the Health and Safety Manager within the required timeframe
- Oversee and update all procedural plans and documentation, working closely with the HOST and the team to achieve this, including the department emergency plan
- Undertake the development of new procedures and how-to-guides for the department as and when required
- Oversee the update of departmental risk assessments and appraise annually, applying own expertise to this process
- In support of department budgeting, advise the HOST where improvements or possible cost savings can be made without affecting quality or performance
- Plan the annual work rota for the department, ensuring that this is issued at the beginning of each year, then updated and reviewed throughout the year
- Ensure that all electronic filing in the department is up to date and organised, using the SharePoint records management system
- Oversee the administration of the department, including incident/accident reports, uniform ordering, stationery, and other duties as required
- Plan personal annual leave in agreement with the HOST to ensure that the HOST and DHS aren't away at the same time (unless in unavoidable circumstances)
- On occasion undertake a shift pattern that will allow you to work alongside each of the staff you are responsible for. You may also be required to use your time to fulfil any staff shortages due to holidays and sickness

Staff Management

- Line management of team including:
 - Attendance, performance and absence management
 - Organising and holding annual and interim Recognition Conversations (informal reviews). These discussions, in addition to regular one-to-ones, will help identify any additional training requirements for all staff and help to produce development plans, as required
 - Assist each member of the team to meet their training goals, for whichever grade they are trying to obtain.
 - Ensure attention is given to staff engagement and retention
 - Advise the HOST of any staff capability issues and ensure file notes of any incidents or areas of concern are captured
 - Ensure the Security Department adhere to all company policies and procedures
 - Complete White Hat training (Responsible person in the event of an incident) and assist in Disaster Recovery Management

Security Systems Management & Development

- Oversee and update the settings of the CCTV system to ensure effective response from the security team
- Respond to alarms, monitor any faults and advise the HOST on remedial action
- Assist the HOST in all aspects of project management when required
- Supervise security alarm, fire alarm and access control system servicing, once authorised by the HOST. Ensure that the HOST is aware of any potential new issues or unbudgeted costs.
- Ensure all compliance testing i.e. Emergency Lighting Tests, Gate Checks, Fire Safety etc. are carried out across site and relevant log-books and records are kept up-to-date
- Maintain a comprehensive record of failed equipment and submit weekly, monthly and yearly reports to HOST.
- Ensure annual audits of all key fobs and keys completed
- Maintain the Abloy key database, keeping it up to date at all times

Working Relationships

- Work closely with the HOST to ensure the effective running of the department through regular one-to-one meetings
- Foster excellent working relationships with all departments, with a key focus on IT, Facilities, Visitor Experience and Trading (RWL) departments
- Build good relationships with key contractors

Skills & experience

Essential

- Minimum three years supervisory or management experience in the security industry or a similar role
- Able to always lead by example with good prioritisation skills, integrity and trustworthiness
- Strong co-ordination and planning skills plus strategic thinking
- Advanced ability to coordinate responses to security breaches and threats
- Experience in preventing illegal activity
- Ability to absorb and impart job related knowledge on a continuous basis
- Confident, calm under pressure and able to persuade and negotiate
- Experience in managing a team and building effective team working relationships
- Experience of training, developing and mentoring new staff and colleagues
- Exceptional attitude and willingness towards continued learning and personal development
- Excellent time management and organisational skills
- Great facilitation, collaboration and interpersonal skills, a friendly and approachable manner
- Highly receptive to feedback and open to different opinions and ideas
- Availability to respond to security alerts outside of normal working hours
- MS Office Suite skills – we primarily use Outlook, MS Office and SharePoint
- Full Driving Licence

Desirable

- Security control room experience would be an advantage
- Experience in operating and programming CCTV and access control systems. (Further training will be given)
- Experience of working with Fire Alarm Systems
- Fire Managers training (training can be given)
- First aid qualification (training can be given)
- An interest or experience in historic houses, museums, gardens, collections and exhibitions would be an advantage

Terms & conditions

Contract: Permanent, full-time employment with the Rothschild Foundation

Salary: c.£40,000 per annum

Accommodation: This role is expected to be a 'key rep' position for the Rothschild Foundation and therefore there is an expectation that you will live on the Waddesdon Estate to enable speed of response. Accommodation will be provided as a benefit of employment. Alternatively, if you live locally and do not wish to move and feel you are still able to meet the requirements of the role, applicants within 5 miles will be considered.

Hours: 42 Hours per week, based on five days per week, hours to be flexible to perform the role -as far as possible these will be planned and agreed in advance. There is a possibility of occasional night shift requirement for training and support purposes.

Benefits:

Annual Leave

- From start date, 33 days (including public holidays)
 - After three full years of service: 36 days (including public holidays)
 - After five full years of service: 38 days (including public holidays)
 - After 10 full years of service: 40 days (including public holidays)
- ✓ Company pension scheme, matched contributions to 10%
 - ✓ Accommodation provided – key rep position
 - ✓ Relocation expense support
 - ✓ 50% staff discount in the onsite Food to Go Catering
 - ✓ 20% staff discounts in our on-site restaurant, Wine and Gift Shop. 20% off food and drink at the Five Arrows Hotel and the Bow
 - ✓ Free access to employee counselling and wellbeing support
 - ✓ Cycle to Work scheme
 - ✓ Beautiful location working within the charity and heritage sector
 - ✓ Free parking

Application Process

In order to be considered for this role, please submit your **CV along with a covering letter** explaining how your experience and skills match those outlined above by emailing application@waddesdon.org.uk

Closing Date: Friday 31 January 2025

Interview Dates: First round, Wednesday 12 February 2025. Second round, Wednesday 19 February 2025. Both interviews are expected to take place at Waddesdon Manor in person. Reasonable travel expenses will be covered.