



Security Manager
Full time, permanent



ABOUT ALEXANDRA PARK AND PALACE

Alexandra Palace is one of London's most iconic destinations. For over 150 years, it has stood as a beacon of creativity, community and culture, home to world-first innovations, unforgettable entertainment and open access to green space across 196 acres of parkland in North London.



Today, Alexandra Park and Palace Charitable Trust (APPCT) is the custodian of this extraordinary site. As a charity, we are committed to safeguarding our heritage while continually evolving our offer to meet the needs of today's audiences and communities

In return for your hard work we offer:

- Generous annual leave allowance – **28 days plus bank holidays** (inclusive of 4 Christmas closure days)
- Opportunity to enter a ballot for **free event tickets**
- Summer and Winter social parties
- Discounts across our on-site catering units + more

ROLE DESCRIPTION

The **Security Manager** will have day to day responsibility for overseeing third party contractors on site including Estate Guarding and Event Security Management. The postholder will be proactively involved with the planning and delivery of all aspects of security on allocated in-house events, such as Kaleidoscope Festival and Fireworks Festival, and be present on events to lead and support responses to security incident emergencies and major incidents, working with Event Control and Silver Command.

The successful candidate will have experience managing security contracts within either a live entertainment, leisure, heritage and / or a public access site, alongside a comprehensive understanding of security operations. Experience managing security within an events environment with capacities over 5,000 and experience overseeing a security management contract are desirable

The **Security Manager** is required onsite during events so a willingness to work evenings and weekends in line with event operations is a requirement of the role.

The salary is **£52,000pa**

HOW TO APPLY

To apply please send your CV and a cover letter of no more than 2 sides detailing how you meet the requirements of the role.

Applications to be sent to recruitment@alexandrapalace.com

The deadline for applications is **midday Friday 5 June 2026**.

Interviews will take place week commencing 29 June. Please state on your application if you are unavailable during this week.

Please note that due to the volume of applications we are unable to provide feedback to those not shortlisted for interview.

OUR COMMITMENT TO EQUALITY AND DIVERSITY

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

Job Title	Security Manager
Department:	Event Operations Department
Responsible To	Head of Security
Responsible For	No direct Line Management but postholder is responsible for overseeing third party contractors onsite including Estate Guarding Security and Event Security Management
Overall job purpose	Support Head of Security with the contract management of Estate Guarding Security and Event Security Management ensuring the provision of a secure, safe, compliant, and operationally effective environment for all stakeholders. Supporting Alexandra Park & Palace in delivering its Vision, Mission and Purpose.
Key internal relationships	Working collaboratively across internal teams
Key duties and responsibilities	<ol style="list-style-type: none"> 1. Support the Head of Security to manage the procurement and alignment of key contracts to ensure they meet organisation needs, deliver best value and high standards and promote synergy and collaboration across contractors. Monitor contractor performance through post event reporting and review. 2. Ensure Estate Guarding and Event Security operations are adequately resourced and are appropriate and proportionate to the risk associated with operations, activities and events across the estate. Providing a secure environment for clients, customers, staff and contractors. 3. Manage contract delivery including monitoring and reporting Key Performance Indicators against agreed Service Level Agreements licensing conditions and statutory requirements. This will include Acting as Security Lead contract manager for CCTV Contractor to ensure operational efficiencies are maintained. 4. Working with contractors to develop and maintain robust policies, standard operating procedures and processes. Aligning with organisation wider policies and procedures and promoting best practice. 5. Ensure contractor(s) effectively carry out training and comply with site rules, as well as regulatory, statutory, legislative requirements and duties. Set clear standard for security pre event including deployment levels and briefing requirements.

	<ol style="list-style-type: none"> 6. Development review and delivery of operational and tactical plans across security teams. Identifying associated risks and key areas for improvement. Ensuring alignment with organisational objectives and legislation and communication with relevant stakeholders. 7. Ensure all members of the team and key contractors have the appropriate level of awareness and training across security and emergency procedures in line with legislative requirements and duties. 8. Support on the development and review of both internal and third-party security plans including event related security and venue Crowd Management Plans. Lead communications with relevant stakeholders (e.g Zone Ex stakeholders). 9. Planning and delivery of all aspects of security on allocated inhouse events. Support event planning, SAG meetings and licensing discussions where required. 10. Integrate and embed a Venue Management Vehicle Access control system to deliver efficiencies and improvements to ways of working. 11. Mandatory attendance at events for the purposes of audit and quality control and training of the security management contractors. Lead and support responses to security incident emergencies and major incidents working with Event Control and Silver Command.
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Person Specification	<u>Essential</u>	<u>Desirable</u>
	<p>Education / Qualifications / Memberships Educated to GCSE or equivalent with a C or 4 in English and Maths</p> <p>Qualification in Security management or crowd safety or significant vocational experience</p> <p>SIA accredited</p>	<p>SIA CCTV accredited</p> <p>Membership of Security Institute</p> <p>NEBOSH / IOSH qualification</p> <p>NVQ level 4 Spectator Safety Management</p> <p>First Aid at Work</p>
	<p>Experience Experience of managing Security contracts within a live entertainment, leisure, heritage, and or public access site</p> <p>Comprehensive understanding of Security Operations</p>	<p>Considerable experience of managing security within an events environment) with capacities of over 5,000</p> <p>Experience of overseeing a security management contract</p>

	<p>Experience of managing budgets</p> <p>Skills and Knowledge Excellent verbal communication skills with the ability to create a deliver security training to a wide range of skill sets</p> <p>Strong written communication skills with the ability to write reports, policies and procedures</p> <p>Demonstrate ability to be an exceptional team player</p> <p>Flexible and proactive approach with excellent Customer Service Skills</p> <p>Strong time management skills and the ability to work under pressure</p> <p>Able to solve problems with confident and effective decision-making skills, common sense approach</p> <p>Knowledge of security event industry best practise and evidence of continued professional development</p> <p><u>Willingness to work evenings weekends and be operationally present at key events.</u></p>	<p>Knowledge and understanding of Alexandra Park and Palace's events</p>
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DIMENSIONS

Financial responsibilities

Responsible for ensuring best value for all contracts.
Budget Management. Required to create fully costed staffing deployment orders. Updating P&L and undertaking Purchase Orders as required.

People management responsibilities

No direct reports but responsible for managing third party contractors

GENERAL OBLIGATIONS

i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

- iii. **Safeguarding**
Demonstrate commitment to safeguarding of children, young people, and adults at risk.
- iv. **GDPR**
To handle personal data in accordance with the organisation’s data protection policy and to record all processing activities in the organisation’s data register where appropriate.
- v. **Sustainability**
We are committed to a Sustainability strategy and policy, working towards finding new, Innovative, and economical ways to stay green

CUSTOMER SERVICE STANDARDS



VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into “We will” and “We won’t” indicators. This role is a level 2 (of 4) and therefore should be demonstrating behaviours at level 2

1. We are COLLABORATIVE

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Work with other teams to raise and solve issues • Hold regular meetings to gain team input • Be visibly available to my team • Book weekly catch ups with other teams • Think and act as one organisation • Pro-actively talk to others rather than sending emails 	<ul style="list-style-type: none"> • Encourage silos or working in isolation • Think our work is more important than that of other teams • Make decisions without consulting other teams that may be impacted

2. We are BOLD

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Try new ideas and think outside the box • Look for possibilities and opportunities everywhere – taking time to think creatively • Have faith in my ideas and find my voice • Encourage the ideas of others more often • Utilise the experience of the whole team • Strive to improve the customer experience • Encourage others to see mistakes as learning 	<ul style="list-style-type: none"> • Say “I can do better” but then do nothing • Accept something just because it is the way it’s always been done • Shut down ideas without thinking about the pros and cons • Resist change because it is too challenging • Think “I can’t do it” • Say “No” but not explain why

3. We are OPEN AND GENUINE

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Get to know my team members • Be human – show empathy and care for others • Thank people and make them feel good • Accept all - embrace different points of view • Confront difficult situations with openness, sensitivity, care and empathy • Pro-actively address exclusion and discrimination 	<ul style="list-style-type: none"> • Exclude people because I find them difficult or challenging • Ignore or belittle the ideas or thoughts of others • Allow our own view to prevail not taking into account differences of opinion or approach • Tolerate exclusion or discrimination • Delegate to the same people as they always say “Yes” and avoid delegating to others

4. We are PASSIONATE & FUN

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Act as a role model for others by demonstrating passion for my job and energy every day • Go the extra mile – setting an example for the team • Make time to celebrate success • Inspire, develop and build my team • Focus on delivering quality for myself and my team • Create a culture of fun so that we can all enjoy what we do 	<ul style="list-style-type: none"> • Act negatively - moaning and criticising • Forget to celebrate • Just do the minimum to get by • Accept negativity or inappropriate behaviours in our teams

5. We are RESOURCEFUL

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	We Will	We Won't

<p>Level 2</p>	<ul style="list-style-type: none"> • Bring solutions not just problems and complaints • Take a “see it and own it” approach • Make smart use of our resources • Actively look outside for new ideas and research • Attend and encourage others to attend training and conferences and bring back new ideas • Understand what generates profit • Free up budgets to spend where most needed • Empower and coach my team to come up with their own solutions • Make use of people’s skills from outside of work as well as at work 	<ul style="list-style-type: none"> • Use resources just because we have them • Say “no” just because of lack of resource • Just go for quick wins because they are easy • Allow wastage in our work areas • Take on too much at once • Create a stressful environment for myself or those around me
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