



Security Control Room 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 Control Room Manager** will oversee the day-to-day operations of the control room including regular liaison with third-party security personnel. Areas of responsibility include:

- Control room operations
- Security and contractor management
- Incident management and compliance

The successful candidate will have control room experience and experience managing incidents and emergency responses. SIA and CCTV licenses are essential.

The working pattern is 5 days from 7 with an obligation to work some evenings, weekends and major events as Event Controller in line with operational requirements.

The salary is **£45,000pa**

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 to recruitment@alexandrapalace.com

The deadline for applications is **5pm** Wednesday 9 September 2026.

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 Control Room 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 within the control room on shift.
Overall job purpose	To support the Head of Security in the delivery of a safe, secure, compliant and operationally effective environment across Alexandra Park and Palace.
Key internal relationships	Working collaboratively across internal teams including Operations, Production, Property & Engineering, Visitor Services, and Health & Safety
Key duties and responsibilities	I. CONTROL ROOM OPERATIONS • Manage the day-to-day operation of the Event Control Room, ensuring all systems, procedures and resources are operationally effective. • Monitor CCTV, access control, communication and alarm systems, ensuring faults are identified and resolved promptly. • Coordinate responses to incidents, emergencies and operational issues, ensuring effective communication and deployment of resources. • Act as Event Controller where required, maintaining oversight of operational activity and supporting event command structures. • Maintain operational readiness through compliance with emergency procedures, evacuation plans, lockdown procedures and business continuity arrangements. 2. SECURITY AND CONTRACTOR MANAGEMENT • Support the management of the Estate Guarding contract, ensuring security operations remain appropriately resourced and proportionate to risk. • Monitor contractor performance against agreed service standards, procedures and key performance indicators. • Undertake inspections, audits and quality assurance activities to ensure compliance with organisational policies and statutory requirements. • Develop effective working relationships with contractors, operational teams, emergency services and external partners.

	3. INCIDENT MANAGEMENT AND COMPLIANCE • Lead the control room response to security incidents, major incidents and emergencies, escalating issues where appropriate. • Investigate incidents, prepare reports and identify corrective actions to reduce future risk. • Ensure compliance with relevant legislation, licensing requirements, CCTV standards, security best practice and organisational policies. 4. CONTINUOUS IMPROVEMENT • Develop and maintain control room procedures and standard operating procedures. • Analyse incident and operational data to identify trends, risks and opportunities for improvement. • Produce operational reports and performance information to support decision making and contract management. • Support the implementation of new technology and digital solutions to improve operational effectiveness. • Provide coaching, guidance and training to control room personnel and security teams. • Attend operational and event planning meetings, providing control room and security advice where required.
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Person Specification	<u>Essential</u>	<u>Desirable</u>
	Education / Qualifications / Memberships GCSE in English & Maths at Grade 4-9 (A-C) or equivalent Security management, crowd safety or relevant professional qualification, or significant equivalent experience SIA license CCTV license Experience Experience operating within a Control Room, Security Operations Centre, Event Control or similar environment.	Membership of the Security Institute. IOSH or NEBOSH qualification. Level 4 Spectator Safety qualification. First Aid at Work Experience within an arena, venue, festival or major events environment.

	Experience managing incidents and emergency responses. Experience using CCTV, access control and security management systems. Experience working within a command-and-control environment. Experience developing operational procedures and reports. Experience overseeing contractors and service delivery. Skills and Knowledge Strong communication and interpersonal skills. Ability to remain calm and make effective decisions under pressure. Strong report writing and administrative skills. Good working knowledge of Microsoft Office and operational systems. Knowledge of security, event safety and incident management best practice. Ability to build positive working relationships with internal and external stakeholders. Flexible approach to working hours, including willingness to work evenings, weekends and major events in line with operational requirements, acting as Event Controller	Knowledge of Alexandra Park and Palace operations and events.
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DIMENSIONS

Financial responsibilities

n/a

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

I. We are COLLABORATIVE

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

	We Will	We Won't
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Level 2	• 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	• 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
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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	• 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	• 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	• 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	• 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	• 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	• 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
Level 2	• 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	• 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