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**Job Title:** Warden Supervisor

**Department:** DSC

**Reporting to:** Chief Porters Office

**Responsible for:** Wardens on the shift

**Hours:** 4 on and 4 off over nights and days with 12-hour shifts, 07:00 to 19:00 four days and 19:00 to 07:00 four nights.

# Post Objectives

Responsible for overseeing and coordinating the activities of the Warden team during the assigned shift ensuring the smooth operation and adherence to security and emergency response protocols. The Shift Leader will ensure the safety and security of the Inn, employees, visitors, residents and assets under their supervision.

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# Main Duties

1. Supervise and provide guidance to a team of Wardens during your designated shift and execute all aspects of the Wardens role.
2. Assisting with staff rotas and arranging cover when necessary. Planning workloads, allocating tasks and monitoring progress against targets. Organising work schedules and implementing deadlines.
3. Be the first point of call when a management issue arises during a shift.
4. Responsible for reviewing the Daily Occurrence Book and taking follow up actions where necessary.
5. Supervise the hand-over to the next shift.
6. Attend weekly managers meetings and follow up actions as required. Briefing teams on new initiatives, changes and relevant news.
7. Recruiting, training and helping staff reach their professional development goals.
8. Ensuring that quality standards, protocols and other procedures are upheld consistently by all team members on shifts.
9. To be responsible for maintaining up to date records at the Gatehouse such as the information folder, key watcher admin, key audits, key list etc.
10. To ensure advanced knowledge of surveillance systems, alarms, and access control systems to deter and detect potential threats.
11. To confidently handle a CCTV subject access request and review playback in accordance with GDPR and Data Protection Legislation.
12. Maintain accurate records of daily activities, incidents, and shift reports and ensure effective handovers take place between incoming and outgoing shifts.
13. Ability to undertake daily gate takings ensuring all monies, tickets, credit card transactions are accounted for and securely processed and banked.
14. Assist in the execution and planning of mandatory fire drills across the Estates commercial and collegiate buildings.
15. Train and mentor new personnel to ensure they are adequately prepared for their assigned duties.
16. Ability to liaise with other Inn’s Departments, Chambers and Resident’s via email and telephone on a variety of day-to-day matters.
17. Collaborate with other Inn’s Departments, such as facilities management and external contractors to address security concerns and implement necessary measures.
18. Stay updated on industry best practices and emerging security technologies to continuously improve security operations.

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**Person Specification**

**Job Title:** Warden Supervisor

**Department:** DSC

**Reporting to:** Chief Porters Office

# Knowledge / Skills Required

1. To be able to lead by example and inspire and line manage others.
2. Ability to be discreet and diligent about maintaining confidentiality.
3. At least 2 years of experience as a security guard, with demonstrated leadership skills.
4. Strong knowledge of security protocols, procedures, and emergency response techniques. Can adopt a solution focused approach to problems encountered.
5. Excellent observation, critical thinking, and problem-solving skills.
6. Ability to remain calm and make quick decisions during high-stress situations.
7. Excellent communication and interpersonal skills to interact with team members and stakeholders.
8. Proficient in operating surveillance systems, alarms, and access control systems.
9. To be able to handle phone, email and face to face customer enquiries confidently, with a positive and polite attitude.
10. To demonstrate a high level of honesty and integrity in positions previously held.
11. Good numeracy and literacy skills with the experience of cash handling.
12. Valid SIA front line door supervisor licence preferable.

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**Benefits**

## **What’s in it for you:**

1. Generous annual leave entitlement; 30+ days including closure periods over Christmas, Easter and August (for most roles)
2. An excellent free lunch
3. A 35-hour working week including paid breaks (for most roles)
4. Hybrid working (depending on role)
5. Overtime paid for Operational roles
6. Private Medical Insurance
7. A non-contributory 10% Stakeholder Pension Scheme
8. Interest-free Season Ticket/Bicycle loan
9. Free uniform for operational roles (laundered)
10. Enhanced Maternity and Paternity and Shared Parental Leave
11. Great annual training and continual development support
12. Bicycle stands and shower facilities
13. Great annual training and continual development support
14. Death in Service benefit; 6 x your annual salary
15. Free Eye tests and free chiropody
16. Access to a confidential Employment Assistance Programme
17. Team building days
18. Plenty of social events, such as staff parties, quiz nights etc.
19. Employment Membership shopping discounts

The Honourable Society of Lincoln’s Inn is committed to ensuring both its members and staff members are treated with dignity and respect throughout their careers. We promote [values](https://www.lincolnsinn.org.uk/about-us/who-we-are/) of trust, transparency, and respect for all through robust policies and procedures.