



Our Values: Caring, Safe, Professional



Operations Manager – Security & Stewarding

£34,650

CSP requires an Operations Manager to plan and manage security and stewarding services for a number of high profile venues and events throughout London, the Home Counties and Southern England.

The ideal candidate will thrive in working in a fast-paced, dynamic and exciting environment, and will plan and prioritise their own work on an event to event basis, ensuring that appropriate deadlines are met. Weekend working is likely to be a regular requirement, as is travel within the region, for which a fleet vehicle will be provided.

This is a permanent role.

A full job description is available [here](#).

What you will be doing as an Operations Manager – Security & Stewarding

- Be responsible for the operational planning, delivery and review of all allocated events throughout the calendar year
- Develop and nurture strong, effective and professional relationships with the client and other key stakeholders
- Maximise the service levels achieved by CSP, ensuring a planned, proactive and positive service approach to all aspects of CSP's client interaction and service delivery at client venues
- Provide line management to all reports with a focus on proactive mentoring, coaching, development, and team succession planning. Ensure that CSP's objectives are effectively communicated
- Support the recruitment & resourcing team with the recruitment of CSP's (zero hours) frontline team to ensure that the appropriate number of geographically-based staff are sourced, retained and booked to support allocated contracts and events

What we need from you as an Operations Manager – Security & Stewarding

- You will have previous relevant experience in an operational supervision/management position within the security, crowd management or related industry
- Experience of leading, managing and developing people
- Able to communicate clearly across field-based teams, departments and stakeholders
- A focus on excellent customer service
- A flexible approach to working hours

What CSP can offer you as an Operations Manager – Security & Stewarding

- A competitive salary
- A 37.5 hour working week – working 5 days out of 7, as required operationally
- Up to 25 days' holiday (pro-rata – after qualifying service) plus Bank/Public Holidays
- Pension scheme with excellent employer contribution
- Private Medical Insurance (after a qualifying period)
- Life insurance at 4x salary
- Access to salary sacrifice schemes
- A range of valuable medical and practical support services through an external Employee Assistance provider

About CSP

CSP stands for The Combined Services Provider. It also stands for Caring, Safe, Professional, representing our Values. We specialise in providing services to venues and static sites including Car Parking, Internal and External Traffic Management, HVM (Hostile Vehicle Mitigation) solutions, Security, Stewarding, Cash & Audit and Consultancy services. Whilst our range of services has grown, Car Parking/Traffic Management, HVM, and Security/Stewarding represent our core areas of expertise.

Vacancy details

Salary: £34,650

Location: Head Office at Watford; field work in London, the Home Counties and the South East of England. Other areas may be included as CSP continues to expand its geographical footprint.

If you think you are suitable to become an Operations Manager – Security & Stewarding, please apply now by sending a copy of your CV to HR@gotocsp.com by midnight on Sunday 19 November 2023.

