

## Job Description

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| <b>Job Title: Head of Physical Security</b> | <b>Salary: £60k per annum plus benefits</b>                                                                                                                  |
| <b>Reports to: Chief Operating Officer</b>  | <b>Number of Direct Reports: 0</b>                                                                                                                           |
| <b>Department: Operations</b>               | <b>Job Type: 1 Year FTA (with a view to extension or permanency)</b> Annualised hours, 37 hours per week, including evenings and weekends (excluding breaks) |

## About us

We are the QEI Centre – central London’s premier venue for domestic and international events. Located in the heart of Westminster, our award-winning Centre offers modern, flexible spaces for all types of events from conferences and exhibitions to award ceremonies, dinners and fashion shows.

We host hundreds of events each year, ranging from high-profile international conferences to bespoke corporate meetings. At the heart of everything we do is a steadfast commitment to exceptional customer service.

Our people are central to our success. From our acclaimed in-house caterers, QEI Taste by Levy, to our expert Audio Visual (AV) and Event IT teams, every employee plays a vital role in delivering outstanding experiences.

As of 2026, we’ve proudly achieved over 55+ industry awards since 2014—an ongoing recognition of our excellence in the events sector. Most recently, we received three awards at the 2026 Eventex Awards, including Gold for Venue Event Team, Silver for Large Venue and Bronze for City Venue.

## Job Purpose

To act as the principal security adviser to the Chief Executive, Executive Team and wider business, as appropriate. The Head of Physical Security is responsible for managing the appointed security services provider contract for building and event security, guarding and site radio communications, ensuring a secure, safe, compliant and operationally effective environment.

- **Operational Planning**
  - Provide expert advice to the Executive Team on security related legislative, regulatory and industry requirements, ensuring that physical security arrangements remain aligned with property management obligations, public safety requirements and recognised best practice.

- Develop and deliver operational and tactical plans across security teams, identifying risks and improvement priorities and ensuring alignment with organisational objectives, relevant legislation and the requirements of the Terrorism (Protection of Premises) Act 2025 (Martyn's Law).
- Lead the operational delivery, documentation, testing and continuous improvement of counterterrorism and public protection procedures and measures, working with the QEII Health & Safety Adviser to support organisational readiness for Martyn's Law, including relevant training and simulations.
- Act as the principal contact for the Metropolitan Police Event Liaison Officer and local Police Security Coordinators, cascading information appropriately to internal and external stakeholders.
- Work with the appointed security services provider, event teams, the police and any additional event-specific security providers to assess event security risk profiles and complete proportionate background checks, supporting a proactive approach to intelligence gathering.
- Lead security planning for high profile, politically sensitive and internationally significant events, engaging with police, government stakeholders and specialist security partners where appropriate.
- Lead the development and review of QEII, the appointed security services provider and event-specific security plans.

- **Leadership and Additional Responsibilities**

- Develop and promote a positive security culture across the organisation, building the awareness, capability and confidence of employees, contractors and partners in relation to their responsibilities under the Terrorism (Protection of Premises) Act 2025 (Martyn's Law), relevant criminal and civil legislation, regulatory requirements and recognised industry standards.
- Represent the organisation at relevant professional forums and industry events.
- Act as the site data controller for CCTV.
- Act as a member of the Gold team when required.
- Ensure best value across all contracts, manage relevant budgets, prepare fully costed staffing deployment orders, update profit and loss information and raise purchase orders as required.
- Shape the future development of the security function through effective contract leadership and collaborative working.
- Undertake other reasonable duties and projects at the request of the line manager or CEO.
- Ensure security operations support the delivery of a welcoming, professional and customer focused visitor experience.
- The responsibilities above are not exhaustive and may change to meet business needs.

- **Contract Management**

- Coordinate security and guarding to promote consistency, collaboration, high standards of delivery and an excellent customer experience.
- Lead the procurement and mobilisation of relevant contracts so that they meet organisational needs and deliver best value.
- Manage contract performance, including monitoring and reporting key performance indicators against agreed service levels.

- Work with the appointed security services provider and other relevant QEII partners and contractors where applicable, to develop, maintain and align robust security policies, standard operating procedures and processes with wider organisational requirements and recognised best practice.
- Hold regular contract governance meetings with the appointed security services provider and lead contract performance reviews, improvement plans and related commercial discussions.
- Ensure the appointed security services provider and any additional security contractors deliver effective training and comply with QEII rules and all relevant regulatory, statutory and legislative requirements.
- Attend key events to undertake audit, quality control and contractor training activities.
- Undertake timely security clearance vetting for all contractors and hold records.
- Ensure contracted operations are appropriately and proportionately resourced for the risks associated with activities and event.

***The above is not exhaustive and other duties not outlined may form part of the employees' job description.***

## Person Specification

### Essential Criteria:

- Evidence of successfully influencing senior leaders and embedding an effective security culture across operational teams and contractors.
- A recognised qualification in security management or substantial relevant vocational experience, including current SIA accreditation.
- Demonstrable knowledge of the Terrorism (Protection of Premises) Act 2025 (Martyn's Law)
- Experience of managing security contracts, security risk assessment, incident response, emergency planning and command arrangements within the events and hospitality industry or similar public access environment.
- Experience of managing relationships with police, emergency services, local authorities, and specialist security partners.
- Experience of managing budgets and monitoring outsourced service performance against contractual standards and agreed service levels.
- Excellent verbal and written communication skills, including the ability to produce reports, policies and procedures and deliver security training to a variety of stakeholders.
- Strong knowledge of CCTV governance, data protection, safeguarding, licensing and relevant health and safety requirements.
- Evidence of effective teamworking, customer service, problem solving and decision making in a pressurised operational environment, including the appropriate handling of sensitive information.

### Desirable Criteria:

- A qualification in counterterrorism and hostile reconnaissance.
- SIA CCTV accreditation.
- NEBOSH or IOSH qualification.
- Substantial experience of managing security in an events environment with capacities exceeding 2,500.

# Behaviours

We will assess you against these behaviours during the selection process.

- **Delivering at Pace:** Take responsibility for timely, high-quality outcomes in a complex live-events environment
- **Making Effective Decisions:** Use evidence, professional judgement and proportionate risk assessment to make timely, defensible decisions.
- **Managing a Quality Service:** View everything through the eyes of the client and strive to deliver the best possible experience.
- **Leading and Communicating:** Lead from the front, drive positive momentum and take accountability for action, while communicating openly and providing constructive feedback.
- **Collaborating and Partnering:** Proactively seek and share information and support colleagues and partners to achieve the best outcome for clients and the business.

Information on the Civil Service Success Profiles framework, and how this relates to this role, can be found [online](#) or from the QEII HR Team.

## Job Specific Behaviours

- **Seeing the Big Picture:** Understand the wider operating, regulatory and security context and align plans with organisational priorities.
- **Building Capability for All:** Develop contractor capability through clear standards, training, assurance and constructive challenge.

## QEII Values

- **Team** – Work as one team, treating everyone equally
- **Quality** – Focusing on high standards and attention to detail
- **Exceptional** – Go beyond expectations in everything we do
- **Innovation** – Daring to be bold in everything we do
- **Integrity** – Supporting each other, speaking up and learning from mistakes to grow as one team
- **Collaboration** – Ensuring integration across all departments