

POSITION TITLE	Security Guard /Loss Prevention Officer
STORE	Porirua
DATE	January 2025
REPORTS TO	Security Manager
PURPOSE OF POSITION	This role is responsible for helping to ensure the safety of staff and customers at all times while managing all loss prevention and security related issues.
STORE VISION	To make sure Porirua City residents get more out of life when shopping with us.
STORE VALUES	I ACT: In It Together, Above the Line, Courageous, Think Customer

REPORTING STRUCTURE**RELATIONSHIPS****INTERNAL**

- Owner Operator
- Operations Manager
- Department Manager
- Health, Safety and Compliance Manager
- Team members
- Other store staff

EXTERNAL

- Police
- Local schools and community groups
- Customers

ACCOUNTABILITIES

OPERATIONAL

- Handle all steps in the process relating to the apprehension and processing of shop lifters / customer theft.
- Liaise regularly with other Store Security / Loss Prevention personnel.
- Regularly update the Owner Operator re loss prevention incidents and issues.
- Liaise regularly with appropriate employees to identify steps and systems to reduce all loss (e.g. stock loss, loss through paperwork errors, customer theft, and staff theft.)
- Assist in preventing staff theft through completion of random bag and locker (as appropriate) checks and spot checks on staff purchase dockets.
- Work with the management team and HR Manager to ensure all new employees receive an appropriate Loss Prevention induction on commencement including, but not limited to, an understanding of emergency procedures and secret public address codes for shoplifters (if appropriate for individual's role).
- Undertake door guard responsibilities – ensure all customers entering the store are acknowledged and greeted as appropriate to deter would-be shoplifters. Ensure all contractors etc on site follow appropriate policies.
- Ensure all appropriate paperwork is completed and maintained as required including, but not limited to, trespass notices, police reports and security reports.
- Undertake regular store walks (internal and external) to identify potential security issues and concerns.
- Regularly complete walks through high-risk areas (e.g. storeroom, bulk food, confectionery, health and beauty, inwards goods.)
- Ensure all instore programmes and processes re loss prevention are kept up to date and any changes to these programmes and processes are appropriately communicated to all staff.
- Actively promote loss prevention to all staff.
- Liaise appropriately with external bodies (e.g. police) to ensure all systems and processes are up to date and legally compliant. Also maintain relationships with appropriate community groups.
- Record appropriate customer complaints and follow up corrective actions if required.
- Manage monthly committee meeting process for loss prevention.
- Maintain up to date knowledge of current applicable legislation and loss prevention initiatives and methods through attendance of appropriate training.

COMPLIANCE

- Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store.
- Ensure Food Safety standards are maintained through completion of appropriate daily, weekly and monthly cleaning.
- Complete the traceability forms as required.
- Assisting in ensuring 100% price integrity in the department through maintenance of appropriate signage, pricing, and changing data strips.

CULTURAL

- Contribute effectively as a team member.
- Live the store values.

OTHER

- The above accountabilities and duties is comprehensive, however not exhaustive. When necessary, you may be asked to perform other duties that are deemed to be fair and reasonable for this position.
- Occasional support to other departments when required.
- COVID-19 alert level responsibilities.

PERSON SPECIFICATION

PEOPLE FOCUS**WORKING WITH PEOPLE**

- Is self-aware, approachable and mindful of their impact on others
- Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner
- Is outgoing and supportive; recognising and acknowledging the contribution of others
- Actively contributes to a team spirit of openness and inclusiveness where colleagues feel able to offer ideas
- Listens and communicates openly and proactively
- Adapts their style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc)

CUSTOMER FOCUS**MEETING CUSTOMER EXPECTATIONS**

- Brings everything back to the customer; identifying and focusing upon their needs & expectations
- Actively sets, monitors and maintains consistently high standards of customer service
- Continuously makes improvements for customers; seeking input from staff and customers to do so
- Creates an environment that customers want to shop
- Is responsive to feedback from all sources
- Adopts a "service" mentality at all times regardless of their position or experience, genuinely enthusiastic about the difference service makes to the customer and success of the business

ADAPTING AND RESPONDING TO CHANGE

- Adapts to changing circumstances and accepts new ideas and initiatives
- Tolerates ambiguity
- Adapts personal style to suit different people and situations
- Shows an interest in new experiences

CO-OPERATIVE CULTURE**ADHERING TO PRINCIPLES AND VALUES**

- Personally upholds ethics and Foodstuffs Values and accepting nothing less from their team
- Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues)
- Follows due process on all issues of compliance
- Demonstrates a strong work ethic through their commitment to the store's success, ownership of problems and self-discipline
- Leads by example in terms of Foodstuffs values, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others

QUALIFICATIONS AND EXPERIENCE**ESSENTIAL**

- A minimum of 3 years Security / Loss Prevention experience
- A clean Ministry of Justice criminal conviction check
- Can communicate well with people from all walks of life, cultures and age groups
- Physically fit and able to fulfil the requirements of the role - role - which includes bending, kneeling, reaching, carrying heavy items, climbing ladders, and standing for long periods of time (up to 8 hours)
- Self-motivated and able to work calmly under pressure
- Takes pride in their work
- Enjoys working with people and as part of a large team – while at times operating in isolation
- Able to use a computer
- Observant and very good attention to detail
- School certificate or equivalent (NCEA2) (including English and Maths)
- Full, clean drivers licence. Private transport as the shift is outside of usual public transport timetable.

DESIRED

- Armed Hold-up Training
- NZQA security certification
- Experience monitoring CCTV
- Customer Service experience.

SIGNATURE

I have read and understood this Job Description and had an opportunity to ask questions if I am unsure of anything:

Employee Name

Employee Signature

Date