



JOB DESCRIPTION
SENIOR OPERATIONS MANAGER – SECURITY

PLACE OF WORK:

Head Office – Kings Langley with frequent visits to sites

REPORTS TO:

Operations Director

ROLE SPECIFICATION:

Responsible for overseeing the security element of operations, ensuring that all services are delivered safely, compliantly, and in line with contractual requirements and operational objectives. The role requires strong leadership of directly employed security personnel, security operatives engaged via CIS and umbrella arrangements, and “package management” of specialist security subcontractors. The postholder will work closely with Logistics Operations, Commercial teams, and Clients to ensure seamless integration of security and logistics services across projects.

KEY RESPONSIBILITIES:

Operational Oversight – Security

- Oversee and manage all security operations across multiple sites, ensuring delivery aligns with scopes of work, RAMS, and contractual requirements.
- Lead security management teams and supervisors to ensure consistent standards, procedures, and behaviours across the operation.
- Manage security labour models, including directly employed staff, CIS and umbrella operatives, ensuring compliance with legislation and company policy.
- Provide package management of security subcontractors to ensure operational and commercial performance.
- Conduct regular site audits to monitor operational performance, compliance, and quality of service delivery.

Client & Contract Interface

- Act as the senior point of contact with clients for all security-related matters, maintaining strong and proactive relationships.
- Work closely with the Senior Operations Managers – Logistics to ensure security and logistics functions are fully integrated and mutually supportive.
- Ensure security operations adapt to evolving site programmes and client needs.
- Monitor contract compliance, including scope, staffing levels, variations, and commercial terms related to security services.
- Ensure all changes or deviations are formally instructed, documented, and tracked.

People Management & Development

- Lead, mentor, and develop security managers, supervisors, and operational teams to drive high performance and engagement.
- Manage performance, attendance, conduct, and capability across security personnel, including those engaged via third-party arrangements.

- Identify training needs and ensure appropriate upskilling, accreditation, and competency standards are maintained.

Financial & Commercial Management

- Maintain financial control of security operations, ensuring delivery within agreed budgets and margin expectations.
- Review and approve labour deployment, subcontractor costs, and procurement requests related to security packages.
- Identify efficiencies and cost-saving opportunities without compromising safety, compliance, or service quality.
- Support commercial reporting, forecasting, and monthly performance reviews.

Health, Safety & Compliance

- Promote a strong health & safety culture across all security operations.
- Ensure full compliance with relevant legislation, licensing requirements (incl. SIA), company policies, and client standards.
- Proactively identify security risks and threats and ensure mitigations are implemented.
- Address and resolve incidents, non-compliances, or performance concerns promptly and effectively.

Planning & Coordination

- Support project mobilisation and close-out, ensuring security resources are appropriately planned and deployed.
- Collaborate with Operations, Commercial, HR, and Procurement teams to ensure effective and coordinated service delivery.
- Contribute to continuous improvement initiatives across operations, systems, and processes.

OTHER ACCOUNTABILITIES:

- Being fully aware of and actively complying with the Munnelly Group's policies and procedures relevant to your own responsibilities.
- Performing any other reasonable duties as directed by line management.
- Initiating continuous improvement in your own areas of responsibility.

This list should not be regarded as exhaustive, and the role holder will be expected to deliver other duties relevant and appropriate to the role.

PERSON SPECIFICATION:

Experience

- Experience managing security operations across multiple sites or projects
- Experience leading teams, supervisors, and subcontractors
- Experience in client-facing operational and contract management
- Experience managing labour, budgets, and operational performance
- Background in construction, logistics, or infrastructure environments desirable

Skills & Knowledge

- Strong leadership and communication skills
- Good understanding of security operations, compliance, and SIA requirements
- Strong planning, problem-solving, and organisational ability
- Competent in reporting, budgeting, and performance monitoring

Personal Attributes

- Professional, proactive, and solutions-focused
- Able to manage pressure and multiple priorities
- Strong stakeholder and relationship management skills
- Committed to safety, compliance, and high service standards