

Case Study: Door Supervisor



Jamar works in the West Midlands.

He holds licenses for Door Supervision and CCTV.

He is African, 22 years old and speaks English as his second language.



Jamar is currently working as door supervisor through a security agency.

Jamar found it difficult to describe a typical working day because he is posted to door supervision roles at different clubs, pubs or events often.

- ❖ However, across the different postings he found that his customer service skills were the most important. He does not have any managerial or supervision duties.



What training would you like?

- ❖ Jamar only completed his SIA-licence linked training in 2018 and has not received any additional training from his employer yet.
- ❖ Overall he thought the SIA licence-linked training prepared him well for his job. He did think the more first aid training would be useful for most people, but he already has a first aid certificate so this was not necessary for him.



Jamar would like to receive more training for safety procedures such as fire marshalling and thought most people would need more first aid training.

“In the case of a fire and evacuation for alarms, how to escort people out fast and take care of the customer... I had training on it before but the more you do it the more you get it perfect”

Future Insights

- ❖ **Jamar** considered that in the future CCTV will become a more important part of his role.
- ❖ He also thought that it was going to be more important to understand the law with regards to data protection regulations with reports and record keeping as well as when man-handling.



- ❖ **Jamar** is employed on a zero hours contract and works a maximum of 3 shifts per week. His shifts are often through the night.



Jamar has been working in security, part-time for about 6 months. His main focus is his university study, so the flexibility of his security work suits him.



He moved into the security industry upon the recommendation of a friend. He was drawn to the industry because of the professionalism of the roles his friend had (i.e. the uniform), he had transferrable customer service skills from working in hospitality and he found it easy to get into the industry.

He thinks a skilled individual could progress in the security industry, but there is some suggestion they need to be self motivated as progression is unlikely to be company led:

“Career progression depends on individual action and individual knowledge”

What skills do you think are important?

- ❖ **Jamar** identified the following skills as very important and mostly transferable from his work in hospitality:

1. Interpersonal skills
2. Professionalism
3. Customer service
4. English communication
5. First Aid



“I was working for a hospitality agency before, so I have been around with the public a lot. So, I already knew the skills for take care of the customer, how to escort them to the place, how to do everything. So, for me getting this [job] I'm working with the public still, it's going to be good for me. I just had to apply my skills from hospitality”

Case Study: Security Guard



Stefen holds license for Security Guard and once held a Door Supervisor license.

He works in London, is British, 36 years old and speaks English as his first language.



Stefen runs a security team working inside a large corporate office building.

He mostly spends his time patrolling the premises, monitoring for unauthorized guests and suspicious activity. He uses a radio to communicate with his team.



On a daily basis he interacts with staff working in the offices and visitors to the premises.

❖ **Stefen** has a permanent contract and feels secure with his current company.



He is currently employed Monday to Friday, 12 hours a day. He has worked in the security industry for 12 years, starting as a door supervisor at clubs.



Stefen was motivated to join the industry for the flexible hours and good wages. He now wishes to progress into higher management roles.

What training would you like?

❖ **Stefen** thinks security guards would benefit from specific training on consistent approaches to conflict resolution and diffusion:



“*There’s no specific people we have to deal with, we deal with all different types of people so we need [to use] the same mannerisms, the same aspects and approaches.*”

Stefen believes that more First Aid training should be included in the security license as employers often train people on an annual schedule which might mean they are working without these skills for sometime:

“*You might have missed it and you have to wait a year, and that’s a long time to be on a building and not actually be First Aid trained.*”



❖ **Stefen** runs a small team and feels that he requires management training, with regard to managing team dynamics as well as interactions with the public.

What skills do you think are important?

❖ **Stefen** identified the following skills as very important:

1. Leadership and initiative
2. Communication
3. People skills
4. Patience
5. Team management



“*Communication is essential. If someone doesn’t speak a lot of English I will try to make them understand what I’m saying to them and try to receive the same information as well. A bit of patience can go very far with that.*”

Future Insights

❖ **Stefen** believes that the risks he needs to take into account are becoming more complex when considering terrorism awareness.



❖ In anticipation of this, he has received training both online and through workshops paid for by his employer including Project Griffin, Project Argus and Suspicious Packages training.

Case Study: CCTV



Peter holds a CCTV License and a Key Holding License.



He works in Shrewsbury, is British, 60 years old and speaks English as his first language.

Peter works 4 days a week in a private school until 10.30pm.

He is responsible for security across the whole school, CCTV operation and fire safety. He does a lot of evening work as it is a boarding school.



He spends most of his time patrolling the school and speaking with the young people.

What training would you like?



❖ **Peter** would like training to stay up-to-date with the electronic equipment he is responsible for, such as body scanners, radios and new CCTV cameras.

❖ Working in CCTV, Peter would also like specific training on CCTV legislation and providing evidence, **Peter** commented:

“ I was taught this on CCTV training but have to remember twenty odd years ago. So things change and it would be good to be brought up to speed on it. Incident reports can be daunting. I would like continual training all the time to keep my skill set fresh. ”

Due to the nature of his work, **Peter** would like to have specific training on working within a school, including issues around safeguarding and vulnerable people.



❖ Furthermore, he thinks that conflict management and diffusion techniques would be useful, as well as legal and safe physical restraint techniques.



Peter has worked in the security sector for 20 years, following 25 years of service in the army. He has a secure contract.



He originally became a security guard in retail and is now a youth worker and head of security at a private boarding school. He wants to retire soon.

❖ **Peter** thinks the image of security has improved:

“ Since SIA started it has changed. People are beginning to look at it as having a professional background and qualifications. ”

What skills do you think are important?

❖ **Peter** identified the following skills as very important:

1. Communication
2. CCTV related law
3. Knowledge of child protection
4. Professionalism



❖ **Peter** feels that his people skills are an important asset:

“ You don't need to look aggressive, it's more about looking professional and showing personality – being open and approachable. That's key. ”

Future Insights

❖ **Peter** believes that with the increase in electronic security, evidence gathering and working with the police will become more important:



“ Body cameras can be very useful. They can diffuse the situation. If police use them so should the security sector. ”

Case Study: Close Protection



Shivon works in London and holds a Close Protection license.

She is 33 years old, British and speaks English as her first language.



Shivon tends to work at music or media related events and premises.

Depending on the client and contract type, **Shivon** may be patrolling premises, assigned to protect an individual, or blending in with the crowd to monitor them.

She will often work as part of a team, staying alert for potential threats, communicating and coordinating responses.



❖ **Shivon** is self-employed. She finds contracts through networking and social media.



She has worked in the industry for 10 years and hopes to become known for the quality of security she provides. She hopes to work with more celebrities in the future.



Shivon moved into the industry with a desire to bring a more human approach to security. She worked as a door supervisor for some time before attaining her close protection license and going freelance.

What training would you like?

❖ **Shivon** thinks she would benefit from further training on conflict resolution and team working skills:



“ You’ve got to deal with people with big egos. It’s a competitive field and people bring different things to the table. If you communicate well with the person, they understand that you’re just doing your job, rather than being difficult. ”

Shivon would also like management training for when she has a contract that involves running a large team:

“ Security guards come from all walks of life and you’ve got to adapt to different cultures and dynamics. ”



❖ **Shivon** would also like regular refresher training to keep up with changing laws and regulations.

What skills do you think are important?

❖ **Shivon** identified the following skills as very important in her role:

1. Communication
2. Patience
3. Common sense
4. Punctuality



❖ **Shivon** believes she was able to progress her career in close protection quickly because she does not look like a typical security person:

“ most people can’t blend in. You can see most security people from a mile away. ”

Future Insights

❖ **Shivon** spoke about the changes in her role due to the elevated terror alert level in the UK:



“ You can’t relax as much as you would have before, you have to be on the ball, more vigilant, make sure you’re fully aware. Making sure that there aren’t things there that shouldn’t be. Asking questions. ”