

# Team Safety Officer

To help and support a safe, welcoming and secure environment for our team and customers



## Main Objectives

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To help provide a safe, calm and secure environment for our customers and staff at all times, whilst supporting wider loss prevention and incident management across the business.

## Key Performance Indicators

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- Reporting and feeding back information from all stores to Head of Retail
- Setting a strong example of professionalism to both customers and staff
- Supporting a calm, welcoming and safe store environment
- Supporting the reduction of theft, stock loss and incidents across stores

## Accountable for

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The role will be responsible for maintaining a professional and supportive presence across our stores, assisting Store Managers with safety, incident management and loss prevention activity.

## Key Responsibilities:

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- Maintaining a visible and professional presence across the shop floor
- Helping deter theft, anti-social behaviour and other incidents through proactive engagement and observation
- Supporting the safety and wellbeing of customers, colleagues and contractors within the working environment
- De-escalating conflict situations calmly and professionally
- Liaising closely with Store Management teams regarding incidents, concerns and vulnerable trading periods
- Completing logs for thefts, attempted thefts and other store incidents
- Using and maintaining CCTV systems in line with company procedures
- Supporting investigations and evidence gathering where required
- Supporting reporting to the police when appropriate
- Carrying out occasional colleague and contractor searches in line with company policy
- Working across any of our stores within Bristol when required
- Supporting wider loss prevention initiatives and store safety processes

## Essential Criteria

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- Valid SIA Licence
- Strong communication and interpersonal skills
- Calm, professional and approachable manner
- Strong customer service skills
- Ability to handle conflict situations professionally and safely
- Ability to build positive working relationships with store teams
- Previous experience within a customer-facing retail, safety or security role is advantageous
- Available to work within shop opening hours
- Flexible to work across multiple store locations

All successful applicants will be screened in accordance with BS7858 standards and must be able to provide a full 5-year checkable work or education history.