

Purpose: To ensure the effective protection of Society profits, colleagues and customers through the provision of a proactive protection approach which reduces loss, damage and claims from both internal and external sources. To provide a reliable, flexible reactive service which provides timely and effective support with criminal acts and incidents as required, focussed on the safety of our colleagues and customers. To maintain external and internal networks to provide guidance and strategic direction for crime prevention.

- **Reporting To:** Head of Central Operations
- **Essential skills and experience:** Experience in leading a Loss Prevention department, knowledge of in store operations, investigations and knowledge and understanding of the legal framework in people and product protection

We make a *difference* to Members & customers

✓ Area of responsibility:

- Define and deliver appropriate profit protection standards and procedures to effectively resolve security and criminal incidents, taking learnings to continuously improve profit protection strategies.
- Act as a nominated officer for Anti Money laundering – ensuring all controls are in place and reviewed annually in line with government regulations.

✓ Measures of Success:

- Availability improvements on high theft category
- Sales improvements on high theft category

We're *better* every day

✓ Area of responsibility:

- Take ownership of Leakage controls and inputs across the Society
- Manage both reactive and proactive security support for the trading areas
- Take ownership of cash losses across the trading areas, continually monitoring and improving processes

✓ Measures of Success:

- Leakage reduction and positive performance against budget
- Deliver the Security spend within budget
- Drive down cash loss across trading sites to deliver YoY benefits

We're a *caring* community

• Area of responsibility:

- Keep up to date with external developments in the market to advise and guide on the latest protection support and technology relevant to the Society, operating a proactive approach to protection of people and assets.
- Maintain an external network across police forces, members of parliament, and community groups to engage in supportive ways of working and effective crime solutions.
- Support the provision of evidence required at court cases and ensure colleagues are supported at court attendances and any areas of legal proceedings.

• Measures of success:

- Reduced crime statistics in all Society locations
- High engagement across internal and external

We work together with *purpose*

✓ Area of responsibility:

- Lead and develop the direct team, in line with the Societies culture and values to deliver a high performing team.
- Manage third party contracts to deliver efficient high levels of service.
- Out of hours support as required
- Oversee effective management of investigations for all security and profit loss incidents working with people team to ensure a consistent approach is taken.

✓ Measures of success:

- High team engagement score
- Stakeholder feedback
- Supplier relationships and budget delivery