

Senior Retail Support Officer

Job Profile

Role Information

- **Job Title:** Senior Retail Support Officer
 - **Team:** Profit Improvement and Internal Security
 - **Reporting To:** Profit Protection Manager
 - **Primary Location:** Field Based – East of England Co-operative Society branches
 - **Working Pattern:** Rolling 4-on / 3-off rota with flexibility to support operational requirements, including evenings, weekends, public holidays and occasional overnight attendance for incidents, welfare support, training or business-critical activity.
 - **Travel:** Extensive travel across the Society retail estate; attendance at Wherstead Park for meetings, training and operational activities as required.
 - **Vehicle:** Company vehicle provided for business use in accordance with Society policy.
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Job Purpose

As the Senior Retail Support Officer, you will provide senior operational security support across the East of England Co-operative Society retail estate, leading on complex incidents, investigations, crime prevention activity and operational security standards. You will act as a senior field-based security specialist, supporting colleagues during significant incidents and helping to maintain a safe, secure and resilient trading environment.

In addition to operational responsibilities, you will supervise the Response Officer team, provide coaching and guidance to Retail Support Officers and support the Loss Prevention Manager in delivering effective security operations, colleague welfare and continuous improvement across the Society.

Key Responsibilities and Duties

Operational Security Leadership

- Lead the response to serious, high-risk or high-profile security incidents, ensuring appropriate escalation and coordination with emergency services and Security Management.
- Provide visible leadership, reassurance and practical support to colleagues and customers following security incidents.
- Act as a senior operational point of contact for store managers during significant incidents or security concerns.
- Support the on-call security rota and provide operational cover as required.

Investigation and Evidence Management

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- Conduct and oversee investigations into theft, fraud, violence, organised retail crime, antisocial behaviour and other security-related incidents.
- Obtain witness statements, gather evidence, review and download CCTV footage and maintain investigation records in accordance with legal, regulatory and data protection requirements.
- Produce clear, accurate and timely investigation reports, case summaries and recommendations for Security Management and authorised external agencies.
- Identify crime patterns, repeat offenders and emerging risks and escalate intelligence appropriately.

Crime Prevention and Operational Assurance

- Lead and coordinate targeted loss prevention and antisocial behaviour reduction initiatives across the retail estate.
- Carry out security audits, compliance reviews and follow-up activity on outstanding actions, reporting findings and recommendations to Security Management.
- Support stores in implementing crime reduction measures, security improvements and safer working practices.
- Contribute to operational reviews and continuous improvement of security processes and procedures.

Team Leadership and Operational Support

- Provide day-to-day leadership, coaching and performance support to the Response Officer team.
- Coordinate staffing, deployment and operational cover to maintain an effective response capability.
- Support recruitment, induction, training and development of Response Officers and Retail Support Officers.
- Ensure compliance with Society policies relating to attendance, welfare, conduct, vehicle management and operational procedures.
- Maintain oversight of operational equipment and vehicle standards.

Colleague Welfare and Partnership Working

- Conduct colleague welfare interventions following serious incidents, providing reassurance and signposting to appropriate support services.
- Develop and maintain effective partnerships with Police, Local Authorities, retail crime partnerships and community stakeholders.
- Represent the Society professionally when working with external agencies and community partners.

General Responsibilities

- Manage and prioritise a dynamic workload, responding flexibly to operational demands.

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- Ensure compliance with Health & Safety legislation, Data Protection requirements, SIA licensing conditions and Society policies.
 - Participate in briefings, debriefs, training and development activities.
 - Undertake any other reasonable duties delegated by Security Management.
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Decision Making

The Senior Retail Support Officer is expected to:

- Prioritise deployment of operational resources during live incidents.
 - Determine appropriate investigative actions and evidence requirements.
 - Assess risk and make sound operational decisions under pressure.
 - Escalate serious incidents and emerging risks to Security Management.
 - Recommend security improvements and crime reduction measures.
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Skills, Competencies and Experience

Essential

- Full UK Driving Licence.
- Demonstrable experience in security, loss prevention, investigation or incident management.
- Experience leading or supervising operational teams.
- Experience managing challenging behaviour and high-pressure incidents.
- Strong report writing, evidence handling and investigative skills.
- Excellent communication and interpersonal skills.
- Ability to work independently and make decisions under pressure.
- High levels of integrity, discretion and confidentiality.

Desirable

- Valid SIA CCTV Licence.
 - Valid SIA Security Guarding or Door Supervisor Licence.
 - Experience within a retail, commercial or multi-site operational environment.
 - Experience working with Police or partner enforcement agencies.
 - Knowledge of retail crime prevention techniques and intelligence-led security practices.
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Performance Expectations

Success in this role includes:

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- Effective management of significant and complex security incidents.
 - High-quality investigations that support operational, disciplinary or criminal justice outcomes.
 - Positive feedback from store teams regarding leadership, professionalism and support provided.
 - Demonstrable improvement in security compliance and reduction in repeat incidents within supported locations.
 - Effective collaboration with ARC colleagues, Security Management, store teams and external agencies.
 - Timely identification and escalation of emerging risks, crime trends and operational concerns.
 - Active contribution to coaching, development and continuous improvement across the security function.
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Systems and Tools Used

- Incident reporting and case management systems.
 - CCTV monitoring and evidence management systems.
 - Two-way radios, mobile phones and digital communication tools.
 - ARC reporting and escalation platforms.
 - Microsoft Office and associated reporting systems.
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Collaboration and Key Relationships

- Loss Prevention Manager.
 - Alarm Receiving Centre (ARC).
 - Retail Support Officers and Response Officers.
 - Store Managers and retail colleagues.
 - Wider Security Management team.
 - Police, Local Authorities, retail crime partnerships and community agencies.
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Additional Information

- The role requires mandatory licence and background checks, including driving licence verification and security screening (e.g. DBS).
 - Working patterns are non-contractual and may change to meet business needs.
 - The postholder may be required to support major incidents, investigations or operational projects across the Society retail estate.
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Job Profile

This job profile is not exhaustive but outlines the key responsibilities and accountabilities for the role, which may be subject to change in line with the needs of the East of England Co-operative Society.