



# Store Detective

## Job Description

### Introduction

The Store Detective (SD) will be responsible for offering physical support and detecting incidents of external theft at East of England Co-operative Society branches.

The SD will be expected to develop professional working relationships with Society Colleagues and to act as a deterrent to internal dishonesty and external theft and anti-social behaviour. In addition the SD will be expected to undertake tasks as directed by Security Management which includes welfare and response tasks.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in its vision to be the East of England's most valued organisation.

### Principle Accountabilities

- To detain and deter offenders predominantly alone, but on occasion as part of a team.
- To respond to incidents of theft and security observations as directed by the Alarm Receiving Centre (ARC) or Security Management.
- To actively seek out external theft and detain and dispose of those committing crime against the society.
- To investigate thefts by taking witness statements, reviewing, downloading CCTV, and gathering evidence where required and to report all findings to the ARC or Security Management.
- To compile written theft reports, linking incidents where appropriate to enhance the evidence against certain individuals.

### Additional Requirements

- To support the department with any campaigns in Society branches as requested.
- To support security personnel in the successful completion of their task in locations as reasonably requested by Security Management.
- To ensure full compliance with Health & Safety and Data Protection legislation.
- To liaise with external agencies, such as the Police, Local Authorities and voluntary groups involved with preventing crime and anti-social behaviour.
- Any other tasks as delegated by the ARC or Security Management.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

### Skills & Behaviours

Below lists the skills and behaviours required to complete the role of Store Detective at the East of England Co-op:

- Punctuality and the ability to work to agreed timelines.
- The ability to work on your own and as part of a team.



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- Ability to develop effective working relationships.
- The ability to communicate and emphasise with Colleagues and the general public.
- Committed to delivering excellent service to all customers of Security Services.
- Professional and self-motivated, including the ability to use own initiative.
- The ability to react quickly and embrace change.
- The ability to evaluate risk and make suitable decisions.
- The ability to develop and maintain up to date professional and technical competence and use this in the achievement of objectives.

### Desirable Qualities

- Experience and qualifications in loss prevention
- Knowledge of ASCONE

### Operational Parameters

Play your part in our team succeeding. People are at the heart of what we do and drive the success of our business. Our culture of connecting, creating opportunity and delivering excellence shape how we think, how we do things and how we help our people fulfil their potential.

We embrace diversity and actively seek to attract individuals with unique backgrounds and perspectives. We break down barriers and encourage collaboration, enabling innovation and rapid development of solutions that make a difference. Our workplace generates an enriching and rewarding experience for our people, members, and customers alike. Our vision is to build an inclusive culture in which everyone feels valued.

We know that real personal growth cannot be achieved by simply climbing a career ladder – which is why we encourage and enable a wealth of avenues and interesting opportunities for everyone to broaden and deepen their skills and expertise.

We are committed to supporting emotional, physical, financial, and societal wellbeing and adopt a flexible approach to working hours and location. This provides team members with the greatest opportunity to work in the way that fits them best individually and also allows the team to recognise and work with fluctuating workloads.

We also make reasonable accommodations for applicants and employees with disabilities. If an accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please make your recruiter aware, we want to ensure you perform at your best.

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### Values

At Our Co-op, we live by a set of four values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



*Stronger together*

Promote collaboration in day-to-day duties – we work as one team.



*A place for people to grow*

Demonstrate ongoing commitment to personal learning and development.



*Do the right thing*

Demonstrate value and integrity reflective of Our Co-op's values and principles.



*Unstoppable*

Be resilient and tenacious.

### Disclaimer

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – These checks are mandatory for this role.

Colleagues undertaking this role must hold a SIA DS & CCTV Licence.

The working times for this role, work on a 5 on, 2 off rotas (including weekends) working 8-hour shifts - Working times are to be agreed but will need to be flexible to the needs of the business.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.