

Alarm Receiving Centre Manager

COOP
SECURE
RESPONSE

Job Description

The purpose of your role in Our Co-op

As an ARC Manager, you will lead and develop our Alarm Receiving Centre (ARC) and Remote Video Response Centre (RVRC) teams, ensuring the consistent delivery of high-quality security monitoring services. You will oversee colleague performance, development, staffing and operational standards, creating a positive and accountable working environment while maintaining compliance, service quality and effective management oversight across our 24-hour operation.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

The Team you are joining

Co-op Secure Response provides high-quality security services across a range of commercial environments. Our team works collaboratively to design and deliver tailored solutions that balance cost, compliance, and customer needs; ensuring safety and peace of mind for our clients, while championing service excellence.

Things you need to know

This role is based at Wherstead Park, Ipswich, working 40 hours per week. As the ARC operates 24 hours a day, seven days a week, flexibility is required to provide management oversight across different shifts, including occasional evenings, nights and weekends. The role may also involve management on-call responsibilities and responding to significant incidents.

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

The skills we are looking for

- Leadership
- Management
- Coaching
- Planning
- Communication
- Compliance
- Judgement
- Organisation
- Analysis

Your reporting lines

Location

Ipswich, Suffolk

Department

Central Support Offices,
Co-op Secure Response
(CSR)

Reports to

Profit Protection & Co-op
Secure Response Officer



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.



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What you will be working on at Our Co-op

1. People Leadership & Management

Lead, support and manage all ARC/RVRC colleagues, ensuring clear expectations, effective performance management and a positive, accountable team culture.

2. Colleague Development & Engagement

Oversee colleague training, coaching and development, building team capability, supporting progression and maintaining engagement across all shifts.

3. Operational Oversight & Resource Planning

Ensure effective management of the 24-hour operation through workforce planning, appropriate staffing levels and consistent service delivery.

4. Compliance & Quality Assurance

Maintain compliance with relevant security industry standards, accreditation requirements and internal procedures, addressing risks and ensuring operational quality.

5. Service Performance & Continuous Improvement

Monitor operational performance, incident handling and service standards, resolving concerns and identifying opportunities to improve efficiency, consistency and customer service.

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.

Our Values

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



To find out more about our values, visit www.eastofengland.coop/careers/our-values