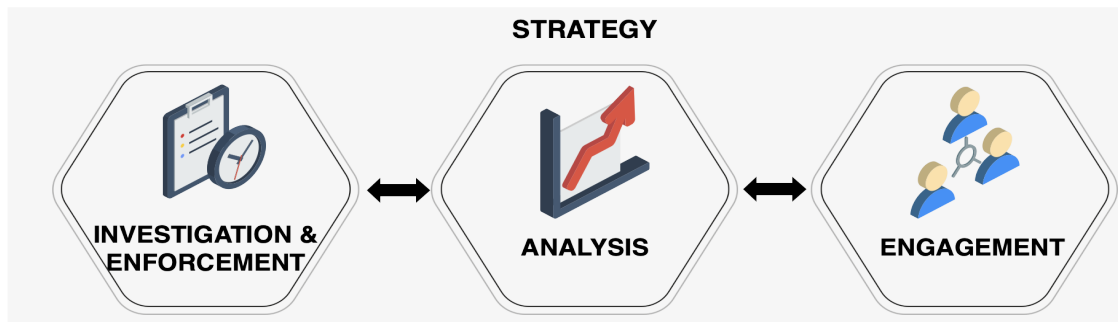


Head of Crime Centre Job Description

The Role and Person Profile

B&Q has had a Centre Crime since 2012, which delivers high quality crime intelligence to its partners to tackle and reduce crime in its stores. It has forged relationships with internal and external partners, which has led to significant success in reducing crime at its stores and keeping its colleagues and customers safe. The Crime Centre has experienced considerable growth in reporting of retail crime and security incidents via its IRIS incident management software, which has created a need to invest in a new Head of Crime Centre role.



The new role of Head of Crime Centre has been created to drive the strategy and growth of crime reporting and intelligence analysis for B&Q, supporting its aims to make it the safest retail environment in the UK and deliver a UK industry leading Crime Centre.

The role holder will provide leadership, guidance and management to the Crime Centre team, performance results and strategy for improvement and growth.

To do this, he or she develops and motivates team members, drives results, analyses colleague and stakeholder feedback and implements action plans to drive performance.

They direct the Crime Centre team to work effectively and manage personnel to include career growth, regular reviews, coaching and mentoring. Directs and reviews workload, staffing and leverage innovation to scale for future growth.

They have expert knowledge of the retail security industry or a similar crime related discipline and understand how police and security professionals use incident management and crime data technologies, and provides recommendations for new procedures and systems.

They represent B&Q at retail and crime fora to influence and develop industry best practice, create partnerships and directly influence senior police and government policy making. They are a confident communicator, innovator and strategist in the retail crime community.

Responsibilities

Support B&Q with the implementation and delivery of its crime and security strategy and 'Control Strategy';

Lead a team of Crime Intelligence Analysts based in Northampton. [This is an on-site role with occasional hybrid working available with travel required];

Engage in strategic networking, influence and capacity building with retail peers, law enforcement and government partners;

Introduce innovative tactics to address B&Q's crime and security challenges, exploring effective alternatives to traditional prosecution;

Lead recommendations for alterations to design, development, implementation and analysis to improve quality of intelligence products, new technologies, procedures, and/or efficiencies;

Oversee and coordinate the completion of Crime Centre security projects, deadlines, assign responsibilities and monitor progress;

Deliver continuous professional development of the Crime Centre team;

Advise and influence future growth of the team in line with increase in demand;

Other duties required by the Head of Security for B&Q and Zinc Systems Director of Intelligence & Risk;

Attributes

Proven track record in leading a high performing crime intelligence or investigation team with a national remit;

Strong understanding of retail crime and organised crime at local, regional and national levels;

Experienced in coaching, mentoring and performance management to drive professional development of team members;

A strong strategic thinker, collaborator and innovator with confident communication abilities at senior levels;

Leads and champions recommendations from the Crime Centre and stakeholders for best practices;

Highly organised, self-motivated and positive team player with demonstrated ability to provide effective oversight;

Demonstrate leadership qualities needed to provide guidance and direction on various operational projects;

Ability to travel throughout the UK is a requirement for this role.

Education and Experience

Proven experience in physical security and other security areas preferably within in retail crime environment;

Bachelor's degree or Master's in a crime related discipline is preferable but not essential depending on the post holder's experience;

An understanding of organised crime, criminal asset recovery, fraud, online fraud, cyber security and logistics would be an advantage;

This role is 40 hours per week based in Northamptonshire

Competitive salary and benefits package

Reports to the Director of Intelligence & Risk

If you would like to know more about this role and to apply, please email stephen.shackell@zinc.systems

Closing date for applications is midnight Tuesday 24th October 2023