



2DS Working as a door supervisor

Working in the private security industry as a licensed door supervisor is a fascinating, challenging and highly rewarding career. The role of the door supervisor is to provide an effective presence at a venue, to assist customers and members of the public, deter crime and resolve conflict – though, thankfully, not always at the same time.

The aim of this unit is to explore what you will need to know about the objectives, roles and responsibilities of a door supervisor and to understand how vital it is to operate within the law. You will also cover all the relevant issues concerning current standards and legislation and the organisations responsible for them. This unit also covers arrest procedures, searching venues and individuals, drug awareness, licensing laws and equal opportunities.

Learning outcomes

After completing this unit you should:

1. understand the behaviour appropriate for individual door supervisors
2. understand elements of civil and criminal law relevant to door supervisors
3. understand admission policies and search procedures
4. understand the powers of citizen's arrest and related procedures
5. understand relevant drug legislation and its relevance to the role of the door supervisor
6. understand incident recording and crime scene preservation
7. understand licensing law and social responsibility relating to licensed premises
8. understand safety and security issues relevant to door supervisors.

Security alert!

Secure your future

Think about the personal attributes that will help you to do your job as a door supervisor. Make a list of five attributes that you think are positive and three that you think would be negative. Think about things such as how you dress, how you greet customers, what kind of language you use on the job and how fit and alert you are.

1. Understand the behaviour appropriate for individual door supervisors

1.1 SIA's standards of behaviour for door supervisors

Behavioural standards are a combination of personality traits, skills, knowledge, training and formal legislation which work in unison to ensure that organisations and individuals conduct themselves in a manner which produces the highest level of service.

As an individual your personal effectiveness and the manner in which you communicate are important contributing factors. Also of importance is your ability to work within a team and how you present yourself.

Having the necessary skills, qualifications and a valid SIA licence are mandatory requirements for a door supervisor. However, there is also a wide range of personality attributes that can be combined to enable you to stand out as a true professional in the industry.

Being understanding, patient and tolerant in stressful situations is enormously beneficial to all concerned, especially if you are dealing with a large group where several people are expressing themselves at the same time or may be under the influence of drugs and alcohol.

Listening carefully without displaying **discrimination**, bias or favouritism will allow you to rapidly establish the cause of the problem, which can then be dealt with accordingly.

Behavioural standards are an important part of everyday society. Our own personal behavioural standards determine how we interact with others and can affect our methods of communication, how we assist others, how we conduct ourselves and how we deal with and resolve conflict. Behavioural standards can vary from person to person and can be affected by upbringing, social status and personal disposition – people can be upbeat, laid back or moody on different days. Likewise, the behavioural standards of companies and organisations can often be determined by their customer service policies, staff training and

Key term

Discrimination – treating an individual less favourably than another individual based on his or her age, accent, social status, religion, sex, sexual orientation, race, country of origin, colour, ethnicity or disability

development as well as things like annual profits, market competition and the economy.

Due to these variations in personal, social and economic behavioural standards it is important for organisations to implement a structured and well-organised Charter of Behavioural Standards, and the SIA (Security Industry Authority) is responsible for this in the security industry.

1.2 Why are standards of behaviour required?

Prior to the existence of the SIA, it was possible for anybody to work in the private security industry, which could mean that those in positions of trust and responsibility had criminal records and / or no training to assist them to undertake their duties in a safe, conscientious and professional manner. In some circumstances, this led to abuse of trust and a lack of appropriate care shown to customers and members of the public.

The outcome of the SIA standards of behaviour is a safer environment for the public and for door supervisors to work in, which enhances the reputation of the private security industry and the careers of individuals within the industry. These raised standards of professional conduct have the impact of increasing public confidence in the sector and promoting positive relationships with the public, maintaining good working relationships with the police service and improving the reputation of individual venues and the sector as a whole. All of these key issues help to strengthen the professional image of the industry and generate additional revenue on the door.

1.3 Requirements relating to SIA licensing

It is a criminal offence to undertake the licensable activities of a door supervisor without an SIA licence. A licence is required for anyone who undertakes manned guarding activities in relation to a licensed premises. The SIA states that a door supervisor licence is required if you are performing this guarding activity on behalf of yourself or your employer or if your services are supplied for the purposes of or in connection with any contract to a consumer.

The following standards are set out for the SIA in their Door Supervisor specifications. A door supervisor should at all times:

- wear clothing which is smart, presentable, easily identifies the individual as a door supervisor, and is in accordance with the employer's guidelines
- wear his/her SIA licence on the outside of their clothing while on duty, displaying the photograph side. The licence must not be altered.



You should wear clothing which is smart, presentable and easily identifies you as a door supervisor.

Did you know?

The SIA's main responsibilities include:

- The mandatory licensing of individuals wishing to work in the Private Security Industry
- To continually review, assess and regulate the Private Security Industry in order to reduce criminality, raise standards and actively encourage and promote the highest level of service
- To monitor the activities and overall effectiveness of individuals and organisations within the industry through inspections and continually updating and improving current legislation
- To set standards of conduct and training at the highest levels so as to ensure the safety and well-being of the Industry's employers, employees, customers and clients.

You must notify the SIA if:

- you lose your licence
- you are convicted of a criminal offence, cautioned or warned for a relevant offence
- there is any change to your address or your legal right to work in the UK.

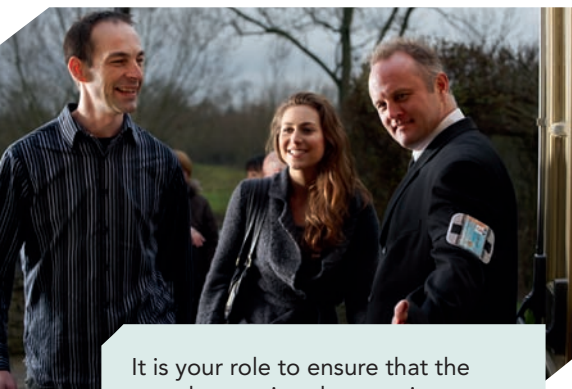
The SIA operates a system of approved contractors. This is where the SIA inspects providers of security services and organisations that meet agreed standards are approved to operate as contractors of security services. The scheme is designed to raise standards and to help the private security industry to develop new business opportunities. The SIA can inspect organisations with staff carrying out licensable activities on a random basis to ensure staff are appropriately registered and displaying their SIA licence. SIA spot checks can occur at any time so it is simply a matter of good practice to ensure you have it displayed where it can be seen (unless you are engaging in security activities which require anonymity, such as close protection). Licenses are routinely returned to the SIA for updating or renewal if they become damaged or defaced. You will also be required to return your licence to the SIA if it becomes clear that you obtained the licence fraudulently or you are not permitted to work in the UK.

1.4 The role and objectives of the door supervisor

A door supervisor needs to be flexible and adaptable and be able to deal with any situation they come across in the course of their day-to-day working life. However, there are common roles and key tasks that you will be expected to deal with on a more frequent basis.

Table 2DS.1: Roles of a door supervisor.

Role	Description
Control of access	It is your role to ensure that the people entering the premises you are responsible for are legitimate customers and the venue does not breach its overall capacity. This role also includes ensuring customers are not carrying prohibited items such as weapons or drugs when they enter the premises.
Enforcement	You will be required to enforce the law, your company's policies and the venue's entry conditions as a key part of your role. This may include preventing prohibited items coming into the premises as mentioned above, ensuring a dress code is applied and removing people who have broken the law or the rules of the venue.



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Activity: Why have standards?

Choose four roles from the table and discuss why you think these standards are important to have. What could happen if you were not there to carry out these duties.

Table 2DS.1 (cont.)

Role	Description
Ensuring safety and security	A key part of your role as a door supervisor is ensuring the safety and security of the venue and the staff and customers within it. This includes routine safety measures such as weapon and drugs searches, as well as dealing with alcohol-related violence and providing first aid when required. However it also includes response to serious emergency incidents such as bomb threats, terrorist activity and firearms incidents.
Prevention of crime, disorder and unacceptable behaviour	The prevention of crime and disorder is an essential element of the job of a door supervisor. It is likely that you will work as part of a well-trained team along with the police to reduce disorder both inside and outside your venue.

1.5 Key qualities of a door supervisor

In order to be an effective door supervisor you will need a range of key skills and qualities which will enable you to provide the public with the service they expect and help you to maintain the good reputation of your employer.

Oral communication – You need to be able to communicate verbally with your customers. Your job role is all about customer interaction and you are often the public face of your venue. As well as ensuring the premises and public are safe you also play a key marketing role. If your communication is poor, people may choose to avoid your club or pub meaning a loss of revenue for your employer. You will also struggle to resolve conflict if you cannot communicate verbally.

Interpersonal and teamworking skills – Door supervisors rarely work alone: it is likely you will be part of a team of door supervisors. You will also be part of the general staff of the venue including bar staff, kitchen staff, managers and cleaning staff who must all work together to ensure premises are fit for the public. You will rely heavily on your colleagues to alert you to potential conflict and to support you if you are dealing with conflict. Therefore sound teamworking skills and interpersonal behaviour will be critical to your success in the role.

Quick thinking and decisiveness – In a busy entertainment venue, emergency or conflict situations can occur without warning in the space of seconds. You must be flexible and adaptable enough to make decisions quickly and respond to situations on the spot. If you cannot do this, conflict may escalate into outright violence and an emergency could go unchecked leaving people injured – or worse – as a result.

Activity: Your qualities

Consider the following qualities:

- Interpersonal skills
- Oral communication
- Teamworking
- Quick thinking
- Decisiveness
- Politeness
- Courtesy
- Assertiveness
- Calmness under pressure
- Honesty
- Fairness
- Observation skills

Rate yourself on each of these skills with 1 being very poor and 5 being excellent. Which of these qualities are your main strengths? Which of these qualities will you need to develop before you can become a successful door supervisor?



Do you have all the qualities that make a good door supervisor?

Politeness and courtesy – Remember that you are the public face of your venue. You are the one the customer may see before anyone else. If you are rude or aggressive the customers will go elsewhere with a consequent loss of revenue to your employer. Treat people coming to your venue as you would wish to be treated if you were on a night out and always treat your customers with courtesy and politeness even in the most difficult of circumstances.

Assertiveness and calmness under pressure – As a door supervisor you will need to be assertive about what standards of behaviour and conduct you expect from your customers and have the ability to remain calm even when aggressively challenged. Aggression and tension shown by you can escalate a conflict situation whereas calmness can often defuse it.

Honesty and fairness – These are skills required in all jobs where you are dealing with the public, including the work of a door supervisor. You will be dealing with legal matters and the police on a regular basis and it is important that you report the facts in a fair and honest way if you are to help uphold the law. You will also be dealing with conflict and being fair to all concerned is a good tool to use in conflict resolution.

Observation skills – The ability to observe a crowded environment and notice anything which looks out of place, or identify a trouble spot before it happens, is a key quality required of a door supervisor. By observing carefully you can prevent issues before they arise and save yourself time and your employer money in the process.

Obasi Akani

Door supervisor



I got into working in door supervision for a friend of mine who I practised martial arts with. The venue where my friend worked was short of staff and my friend suggested me. I did a four-day door supervisor course and worked part-time at the same time as working my day job. I have been a door supervisor for over five years now and I really enjoy the experience.

I have found that there is a lot of camaraderie between the staff working at the venue and I have made a lot of friends doing this job. It helps if you do work well with your colleagues as you tend to work better as a team.

I also like the fact that I get to work with a lot of customers from a range of different backgrounds. We get our regulars who we build up a good rapport with.

I also like being able to deal with a range of different conflict situations. It makes me feel really pleased when I have been able to defuse a potentially explosive situation just by talking to people.

Over to you

1. Reflect on what you have learnt in this unit.
2. What aspects of the job do you think you will like?
3. What things do you think will be a challenge?
4. Do you think there are personal and physical attributes that make a good door supervisor?