

JOB TITLE	Operations Support Manager
DATE	June 2026
DIVISION	Security
SITE / OFFICE	Morrisons
REPORTS TO	

ROLE OVERVIEW

The Operations Support Manager plays a critical role in ensuring security policies, procedures, and operational standards are consistently implemented across all frontline operations. Acting as the link between strategic objectives and operational delivery, the role is responsible for auditing site performance, driving compliance, developing frontline capability, and supporting operational excellence through training, coaching, investigations, and stakeholder engagement.

Within Morrisons Retail Group Security, OCS partners with Morrisons to provide high-quality security and crime prevention solutions that protect colleagues, customers, assets, and profitability across the UK store estate. The postholder will work closely with frontline teams, operational management, HR, and external stakeholders to ensure high standards of service delivery, compliance, and crime prevention performance across all assigned sites.

KEY TASKS & RESPONSIBILITIES

Operational Support & Service Delivery

- Support the delivery of the crime prevention strategy across assigned sites, ensuring deployments align with agreed operating models and assignment instructions.
- Monitor deployment activity and challenge inconsistencies to ensure resources are utilised effectively.
- Gather and share site intelligence to support crime reduction initiatives and continuous operational improvement.
- Provide day-to-day operational support to frontline teams, including responding to deployment queries, shift cover requests, holiday requests, and operational issues.
- Ensure smooth and effective site operations through proactive workforce planning and communication.

Compliance & Auditing

- Conduct regular site audits to assess compliance with company policies, assignment instructions, and operational standards.
- Identify areas of non-compliance and implement corrective actions to improve performance and accountability.

- Maintain accurate records of audits, findings, actions, and outcomes.
- Drive continuous improvement initiatives to enhance operational effectiveness and service quality.

Training, Coaching & Development

- Deliver ongoing training, coaching, and operational guidance to frontline teams.
- Ensure Crime Prevention Officers (CPOs) and Retail Security Officers (RSOs) fully understand site instructions, policies, procedures, and expected standards.
- Identify skills gaps and support development plans to improve individual and team performance.
- Support onboarding, induction, and ongoing professional development programmes.

Investigations & Employee Relations

- Lead and support investigations into incidents, misconduct allegations, operational breaches, and disciplinary matters.
- Gather, review, and document evidence in line with company policy, legal requirements, and best practice.
- Work collaboratively with HR, management teams, and external agencies to ensure investigations are conducted professionally and fairly.
- Prepare investigation reports and recommend appropriate outcomes and actions.

Policy & Process Improvement

- Support the development and implementation of new operational policies and procedures.
- Review and refine existing processes to improve efficiency, compliance, and service delivery.
- Contribute operational insights and recommendations to support business improvements.

Reporting & Performance Management

- Maintain accurate operational records and management information.
- Analyse performance data and produce reports to support decision-making and risk management.
- Monitor key performance indicators and provide recommendations for improvement.
- Ensure operational performance meets contractual and business requirements.

Stakeholder Management

- Build and maintain effective working relationships with clients, operational teams, HR, and external partners.
- Act as a trusted operational contact, providing guidance and support across the business.
- Promote a positive culture focused on professionalism, accountability, and continuous improvement.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Right to Work in the UK.
- A full UK driving licence.
- SIA Licence.
- Experience within a security operations, compliance, or operational support management role.
- Strong understanding of security operations, service delivery, and compliance requirements.
- Experience conducting investigations and managing employee relations matters.
- Ability to deliver training, coaching, and performance improvement initiatives.
- Excellent communication and stakeholder management skills.

- Strong analytical, organisational, and problem-solving abilities.
- Experience producing reports and analysing operational performance data.
- Proficient in Microsoft Office applications.

Desirable:

- Previous experience in retail security or crime prevention environments.
- Knowledge of employment legislation and investigation best practice.
- Relevant security industry qualifications.
- Experience working with large multi-site operations.

WORKING ARRANGEMENTS

This role requires full flexibility to support operational needs around <sites/location>, working <shift pattern / hours>.

ACCEPTANCE OF ROLE

Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: