



Job Description

Head of Security and Risk Management

Document Control

Position Title: Head of Security and Risk Management

Department: Security and Risk Management

Reports To: Chief Operating Officer (COO)

Version: 1.0

Job Overview

The Head of Security and Risk Management is responsible for safeguarding Grand Royale Group's guests, employees, assets, and properties. This role ensures the implementation of effective security, emergency response, and risk management frameworks across all hospitality sites. The position requires strong leadership, strategic planning, and crisis management skills to maintain a safe and compliant environment aligned with Australian workplace health and safety standards.

Key Responsibilities

Security Operations Management

- Develop and oversee the company-wide security strategy and operational plans.
- Supervise security staff and ensure consistent implementation of safety protocols.
- Monitor access control, CCTV, and alarm systems to protect company assets.
- Conduct regular inspections of facilities to identify and mitigate security risks.





Risk Management & Compliance

- Identify potential risks and develop risk mitigation strategies.
- Maintain compliance with WHS legislation, Fire Safety Regulations, and company policies.
- Lead the development and review of emergency response and evacuation plans.
- Prepare incident reports and coordinate follow-up investigations.

Training & Staff Awareness

- Design and deliver security and emergency training programs for employees
- Promote a safety culture through awareness campaigns and communication.
- Conduct drills and simulations for fire, evacuation, and first aid response.
- Ensure contractors and suppliers comply with site security procedures.

Incident Response & Crisis Management

- Act as the primary contact for major security incidents and emergencies.
- Coordinate response teams and liaise with local authorities as needed.
- Manage documentation and reporting for all significant incidents.
- Review and refine crisis management plans based on post-incident evaluations.

Qualifications and Experience

- Bachelor's degree in Security Management, Risk Management, or related field.
- Minimum 7 years' experience in corporate or hospitality security leadership roles.
- Strong knowledge of WHS legislation, emergency response, and risk control measures.
- Experience managing multi-site operations within hospitality or property sectors.
- Relevant security certifications (e.g., CPP or equivalent) highly regarded.





Skills and Competencies

- Excellent leadership and decision-making ability.
- Strong analytical and problem-solving skills.
- High level of integrity and confidentiality.
- Excellent communication and stakeholder management.
- Proactive and calm under pressure, with sound judgment in emergencies.

Working Conditions

This is a full-time leadership position based at Grand Royale Group's head office in Gold Coast, Queensland. The role requires regular travel to hotel and restaurant sites, with on-call availability for urgent matters or crisis response.

Key Performance Indicators (KPIs)

- Compliance with WHS and security standards.
- Reduction in incidents and security breaches.
- Effectiveness of emergency response systems.
- Staff training completion and safety awareness levels.
- Audit and inspection outcomes across sites.

Company Values and Culture

Grand Royale Group values safety, integrity, and accountability. The organisation is committed to maintaining a secure and welcoming environment for all guests and employees. The Head of Security and Risk Management ensures these values are upheld through strong governance and operational excellence.

Career Path

This role provides opportunities for advancement into executive risk and compliance leadership roles such as Director of Risk and Safety or Chief Operating Officer (COO) within Grand Royale Group or the wider hospitality industry.

