



## Is the Door Supervisor role the right one for me?

Door supervisors are responsible for the safety and security of customers and staff in venues such as pubs, bars, nightclubs and other licensed premises or at public events.

They spend most of their time at the entrance to the premises and check the suitability of people coming in. This may involve checking that a person is not underage or carrying harmful objects or substances. They may refuse entry to anyone they consider unsuitable.

They may also:

- collect tickets from people as they enter the venue
- deal with conflict situations
- escort people out of the venue, if necessary
- deal with emergencies, such as fires or bomb threats
- formally record incidents.

Shifts vary in length, but most occur in the evenings, often into the early hours of the morning. Some people work as door supervisors in addition to doing other jobs. Door supervisors work in an environment that may put them at risk of physical assault and injury, although good training can minimise this risk.

Door supervisors may earn the annual equivalent of between £17,000 and £28,000 a year. However, the majority are paid an hourly rate of between £8 and £12, possibly reaching £15.

A door supervisor needs:

- good communication skills
- a polite and courteous manner
- good physical fitness and the ability to be decisive and quick-thinking
- a calm, assertive manner
- knowledge of licensing laws and health and safety regulations.

There are about 150,000 licensed door supervisors working in the UK. Most work in pubs, bars and clubs in towns and cities. All door supervisors in England must have a licence from the Security Industry Authority (SIA) in order to work.

To obtain a licence, applicants must be over 18, pass identity and Criminal Record Bureau (CRB) checks and must pass an SIA-approved Level 2 qualification in door supervision. Some employers will take on trainee door supervisors, supporting them through the training and licensing process. Any experience of other types of security work may be useful.

The Level 2 door supervision course takes 30 hours, and can be studied part-time over a few evenings or weekends or as an intensive four-day course.



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Candidates have to successfully pass two one-hour exams. Door supervisors have to renew their licence every three years, but no additional training or qualifications are required.

There may be opportunities for progression into supervisory roles. Licensed door supervisors can also cover other security activities without further training.

**Dave** works in a security team in Leeds. Employed at some of the UK's biggest and Europe's busiest open venues, making efficient door supervision vital for security and safety reasons.

### **How would you outline your role?**

Working as a door supervisor is a unique role and is nothing like the stereotypical idea of a door supervisor, standing at the door of a bar or nightclub. Here we cover anything from visitor management to being on a response squad.

### **What are your main responsibilities?**

I am a member of a team responsible for promoting a safe environment, for everyone at the exhibition and the conference centre. We have three million visitors to over 160 exhibitions every year, including exhibition organisers and stand-holders. Access control and safe movement of vehicles and people in and around all areas, is a central part of our role, as is providing event security and ensuring health and safety compliance.

### **What hours do you work?**

My hours are 42.5 per week, with a four-day-on, four-day-off shift pattern. However this is flexible as I can often do more hours when we are hosting a busy exhibition.

### **What is your working environment like?**

We experience various climatic variations. However the one consistent factor is that we are always in the public eye.

### **Who do you work with?**

I work with everyone connected to the site, from planners and organisers to full and part-time security staff and contract security officers. Of course most of my time is spent with the visitors.

### **What skills or qualities do you need?**

Because we deal with the public on such a regular basis, good verbal communication and listening skills are absolutely essential. In this role we also have to be polite, practically-minded and adaptable to all situations.



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### **Why did you choose this type of work?**

I decided that I wanted to work in the public eye, engage in different challenges every day across different venues and really push myself in new situations.

### **What training have you done?**

I'm trained in first aid and in the use of Public Access Defibrillators for use in treating heart attacks. I also hold a SIA door supervisors licence, which involves manual handling, customer services, restraining, conflict management and breakaway.

### **Do you use any special tools or equipment?**

Our radio communications, that keep us in contact with the control room, are essential equipment.

### **What do you like about your job?**

The constant challenge is what I like about this job. Each day is different and presents new challenges. You never know what may happen next and I am always learning.

### **What are the main challenges?**

As with any role that requires interaction with large numbers of the general public, health and safety and safe movement of people on site can be the key challenges. However we've got a great support team and processes in place here, so we rarely have to deal with serious emergency issues.

### **How do you see your future?**

I have 4 years service as an SIA licenced door supervisor and I've enjoyed every single one of them. I see myself as taking up a more senior role in the organisation at some time in the future.

### **Dave's route**

- After leaving school completed a four-year Apprenticeship with the West Yorkshire Fire brigade, which included gaining relevant qualifications.
- City & Guilds health & safety qualification.
- Training in first aid, emergency planning, lift rescue, manual handling, customer services and conflict management.



## Is the Door Supervisor role the right one for me? cont...

### Dave's tips

- Have the confidence in yourself to deal with all tasks and challenges.
- Always be aware while working and have a good awareness of people's body language and the situation around you.
- Be confident in your work as a team member and in the team around you - contributing as well as taking instruction is important too.