

Recruitment Pack

**Red Collar - FOH
(Security Officer)**

RA

June 2025

Hello

**Thank you for your interest
in applying for the role of
Red Collar - FOH.**

It is our people who have made the Royal Academy of Arts what it is today — a living academy for artists, art-making and art lovers. Since 1768 the RA has been alive with artists, academicians, educators, students and visitors alike.

Today we are also meticulous technicians, imaginative storytellers, considerate caretakers and welcoming hosts.

Whether we are back of house or on the front desk, we are committed to the same belief; we are all here to share the enjoyment, and importance, of art.

**We are excited you want
to join our team.**

Job overview

Department
Security

Reports to
Red Collar Duty Manager

Contract Type
Permanent

Purpose of Role

The role of Front of House Security Officer (Red Collar – FOH) will ensure the safety and security of visitors, employees, and valuable artworks at the Royal Academy of Arts. In this role, you will provide a welcoming presence whilst maintaining a secure environment and contributing to an exceptional visitor experience.

Key Responsibilities

Incident Management and Escalation

Act as the first point of contact and respond promptly to security incidents, first aid incidents and emergencies

Assess and manage incidents effectively, ensuring minimal disruption to visitors and staff. Escalate incidents to the Security Manager / Assistant Manager and other relevant authorities as necessary

Coordinate with emergency services, including police, fire, and medical responders, when required during

incidents

Document all incidents accurately, maintaining comprehensive records for further investigation and reporting

Conduct debriefs and participate in post-incident analysis to identify areas for improvement

Respond to fire alarm activation and lead on evacuation

Visitor Management

Greet and assist visitors with courtesy and professionalism

Provide information and directions to visitors within the Royal Academy

Maintain a high level of customer service at all times, and address visitor queries and concerns efficiently whilst maintaining security protocols

Monitor visitor flow and ensure compliance with the Academy's regulations and policies

Security Operations

Conduct regular daily patrols of the galleries, exhibition spaces, and public areas

Ensure the security of the premises is maintained at all times, through vigilance & enforcing RA security policy

Conduct bag checks and other security

screenings including the use of security wands and equipment as required

Assist with special events and functions as required

Health and Safety

Comply with all relevant Health & Safety policies, procedures and regulations and take appropriate and reasonable care for the safety of colleagues and visitors to the Academy

Provide first aid assistance when necessary

Reporting and Documentation

Maintain accurate records of incidents, observations, and activities

Report security breaches and suspicious behaviour to the Assistant Manager

Collaborate with law enforcement and emergency services when needed

Other

Undertake any other duty which may reasonably be allocated by the Red Collar Duty Manager, Assistant Security Manager or Security Manager

Person Specification

Previous experience in a security role, preferably within a museum, gallery or similar institution

A valid SIA (Security Industry Authority) license. First aid certified or willingness to obtain a certification

An excellent communicator, you will possess great interpersonal skills, and an approachable and friendly demeanour

You will have exceptional observational skills with a high level of attention to detail

Proficiency in incident management and escalation procedures, with the ability to remain calm and professional in high-pressure situations

You will be competent in report writing with good computer literacy skills

Able to work independently and as part of a team, you will be reliable and have a strong sense of integrity

A commitment to upholding the values and reputation of the Royal Academy of Art and maintaining a safe and secure environment for all

Desirable

Knowledge of the Royal Academy of Arts and its exhibitions

Experience with security incident management practices

Proficient with security basic equipment such as, radios, metal detection wands and pocket notebooks

Job overview continued

Ability to speak a second language

Role Requirements

The Royal Academy operates 7 days a week. The Red Collar - FOH will be required to work during weekdays (including public holidays), evenings and weekends

This role requires ample amount of standing and patrolling, for extended periods of time - Comfortability doing this is essential

How to apply

To apply for this role, please follow the link below and submit your CV and Application form via the RA careers portal.

<https://royalacademyarts.current-vacancies.com/Careers/RA-vacancy-search-page-3191>

We are committed to being a truly inclusive place and welcome applicants from all backgrounds, regardless of age, disability, race, religion or belief, sex, sexual orientation, gender, gender identity or expression, marital and civil partnership, or pregnancy.

Need support?

Here are some of the things we can do to help:

— If you would like us to talk you through the role or anything in this pack to make it clearer for you, please contact us and we can arrange to do that with you (and please do the same if you have any questions)

— If you are selected for interview, we can arrange to do the first-round interview online should you be unable to make it on site. (We usually do second round interviews in person for all candidates so that they can get a feel for the journey, the building, and the workplace)

— We can send interview questions in advance so that you have the opportunity to prepare

— We can schedule interviews for quiet times at the academy so that you don't have to navigate a busy building

On site at the RA

— We have two entrances - Burlington House (via the courtyard on Piccadilly) and also one the other side of the building on Burlington Gardens. You can enter via either of them (we may let you know the easiest but either are fine)

— All areas are accessible via lift

— We have quiet areas where you can sit and prepare for your interview

— There are two cafés and plenty of toilet facilities

— We have a welcome team who are happy to answer questions and give you directions if needed

If there is anything else that would be helpful for you, please do ask

Contact us

Should you have any questions about the role or wish to discuss your candidacy further, please contact us at

recruitment@royalacademy.org.uk

**Royal
Academy
of Arts**