

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title: Security Supervisor

Level: 3

Reporting to: Assistant Security Manager

Date: 14/10/2025

OBJECTIVE:

Every Mercure team member is a "Heartist". A Heartist represents Mercure's brand and its values, at all times. The Mercure Heartist will establish relationships and foremost, the Mercure Heartist will deliver an exceptional guest experience and promote the French Elegance.

Key Responsibilities

- Supervise, guide, and coordinate all security personnel to ensure effective coverage across all hotel areas at all times.
- Conduct regular patrols and inspections of guest areas, back-of-house, car parks, and public spaces to identify and mitigate potential risks.
- Monitor and control CCTV systems, access control, and alarm systems, ensuring immediate response to suspicious activities or security alerts.
- Coordinate and support emergency response and evacuation procedures during incidents, including fire alarms, medical emergencies, and other crises.
- Liaise with local authorities (Police, Civil Défense, SIRA) and other emergency services when required.
- Conduct regular fire safety and first aid equipment checks and coordinate with Engineering for timely maintenance.
- Ensure proper management of Lost & Found items in accordance with hotel policy and procedures.
- Supervise vehicle parking operations and coordinate with Valet and Front Office for guest convenience and safety.
- Monitor contracted security personnel or vendors to ensure compliance with hotel standards.
- Assist the Security Manager in developing and implementing security procedures, risk assessments, and preventive measures.
- Foster a professional and positive relationship with guests and employees, ensuring a safe and welcoming environment.

Administration

- Maintain accurate records, logbooks, and daily security reports for management review.
- Prepare and manage team duty rosters, attendance, and shift schedules to ensure adequate coverage.
- Investigate and prepare detailed reports for all incidents, accidents, thefts, or security breaches in line with hotel and company procedures.

Training and Talent & Culture

- Organize and deliver security awareness and safety training sessions for team members.
- Ensure the safety and security of guests, employees, and hotel property at all times.
- Ensure wherever possible that employees are provided with a work place free discrimination, harassment and victimization.

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- Treat complaints of harassment and discrimination promptly and confidentially.
- Treat customers and colleagues from all cultural groups with respect and sensitivity.
- Identify and deal with issues which may cause cross cultural conflict or misunderstanding.

Miscellaneous

- All Heartists are required to comply with every reasonable request from their hierarchical supervisor(s) within an amount of time that it takes to comply under normal circumstances.
- All Heartists may be assigned to other duties in the hotel as and when required by business levels.

Qualifications & Experience

- Minimum of 2–3 years of experience in a security supervisory role, preferably within the hospitality or service industry.
- SIRA Certification (or equivalent security regulatory license) is mandatory.
- High school certificate or equivalent.
- Strong leadership, communication, and interpersonal skills with the ability to lead and motivate a team.
- Excellent knowledge of local safety regulations, fire systems, emergency response, and evacuation procedures.
- Proficient in CCTV operations, access control systems, and incident investigation/reporting.
- Sound understanding of guest relations, conflict resolution, and handling of delicate situations discreetly.
- Ability to stay calm, make sound decisions, and act quickly in high-pressure or emergency situations.
- Good command of English (written and spoken); knowledge additional languages is an advantage.
- Physically fit and capable of performing patrols and responding promptly to incidents.
- Flexible availability to work on rotational shifts, including nights, weekends, and public holidays.
- Computer literacy in MS Office and security reporting systems.
- First Aid and Fire Warden certification is an advantage.

Health and Safety

- Ensure that all potential and real Hazards are reported immediately and rectified
- Be fully conversant with all departmental Fire, Emergency and Bomb procedures
- Ensure that all emergency procedures are rehearsed, implemented and enforced to provide for the security and safety of guests and employees
- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations by strict adherence to existing laws, statutes etc.
- Ensure all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others
- Use safe manual handling techniques and practise safe work habits following Accor Health, Safety and Environment policies, maintain procedures to minimise our impact on the environment and prevent pollution.

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Confidentiality

- Ensure confidentiality and secure storage of all intellectual property and data bases, both hard copy and electronic. Adhere to Accor Internet and Email policy
- Ensure Hotel, Customer and Staff information or transactions are kept confidential during or after employment with the company.

To be fully conversant with:

- Hotel fire procedures
- Hotel security procedures
- Hotel Health and Safety policy and procedures
- Hotel Facilities and attractions
- Hotel standards of operation and departmental procedures
- Mercure Appearance guidelines
- Mercure vision and its corresponding strategies
- Methods of accepted payment of the company
- Short- and long-term company marketing promotions

Our team and working environment:

Located along Sheikh Zayed Road in Barsha Heights right next to Dubai Internet City Metro Station. The hotel is nestled in the key business and commercial district of Dubai Media City, Dubai Knowledge Park and Dubai Internet City. Mercure Dubai Hotel offers a unique hospitality experience for business & leisure travellers and well as for long stays at an affordable price. Close proximity to Mall of the Emirates, Palm Jumeirah and major tourist attractions.

An elegant hotel with 1015 suites and apartments spread over 41 floors. Each contemporary room features floor to ceiling windows that have exceptional views of the city & skyline. For meetings, trainings and social events the hotel offers an extensive range of multi-functional meeting and event spaces.

Our commitment to Diversity & Inclusion:

We are an inclusive company and our ambition is to attract, recruit and promote diverse talent.

Disclaimer: Mercure Hotel Suites & Apartments shall provide an equal opportunity in all aspects of employment and career progress when it comes to gender, nationality, religion, ethnicity, disability and shall not tolerate any illegal discrimination or harassment of any kind.

Why work for Accor?

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities

By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor, visit <https://careers.accor.com/>

Do what you love, care for the world, dare to challenge the status quo! **#BELIMITLESS**