

THOMAS BROWN

CONTRACTS MANAGER



Qualifications & Training

- SIA Licence (Security)
- SIA Licence (CCTV)

Courses:

- SIA License (Door Supervisor, CCTV Monitoring, Key Holding & Alarm Response.
- IOSH Managing Safely
- CSAS (Community Safety Accreditation Scheme)
- Level 2 in Risk Assessment
- GDPR
- Complaint Handling
- Appraisal and Performance Monitoring
- Project Griffin
- Counter Terrorism Awareness
- Standard Training for (BS7499, BS7858, BS7958, BS7984)
- ACT Action Counters Terrorism
- Innovise (Introduction to Time Gate)
- ADPRO Video Central Platinum CCTV
- Innovise (Introduction to Time Gate)
- Supervisory Management
- Paediatric First Aid
- Emergency First Aid at Work
- Fire Marshall

Education:

BTEC National Diploma in

Computer Studies: 2000 (Merton College)

GNVQ Business Studies: 1998 (Phoenix College)

Current Role

As Contracts Manager, Thomas has responsibility for the draft, evaluation, negotiation and execution of all contracts within his remit. He establishes and maintains relationships by serving as a single point of contact for contractual matters. He is responsible for the management of all record keeping for contract related correspondence and documentation and provides resolution both internally and externally. He will monitor and complete contract close-out, extension or renewal as appropriate and communicate contract related information to all stakeholders.

Thomas has a wealth of knowledge across all aspects of operational security and service delivery.

Experience

Thomas has 14 years working experience in both frontline and managerial roles within the Public, healthcare, leisure and educational sectors of the security industry. Thomas is responsible for ensuring that the high standards of service our customers have come to expect are repeatedly delivered and surpassed. He has a wealth of experience in operational management across a variety of sectors. He is responsible for customer satisfaction, compliance and all operational personnel within the contracts he manages. He has a solid understanding of current security legislation and British Standards.

Prior to joining SSG, Thomas has worked for 3 well known, successful top 30 security firms. During this time, he has developed an abundance of knowledge across all aspects of business development, security operations, and service delivery excellence. He is a well respected, natural leader with a genuine consideration for his staff and clients alike, Thomas has ensured SSG are creating a solid reputation within the industry whilst maintaining integrity and driving the highest level of service delivery.

In previous security roles, Thomas has worked in operations and management with the following responsibilities;

- Full operational control of rostering, uniform, fleet and holiday planning.
- Ensuring employees are compliant with all Health & Safety regulations.
- Client retention
- Ensuring all client related queries are processed in a timely manner.
- Keeping accurate logs on information and data.
- Staff training, recruitment and presentation.

Core Competencies

Security Management
Performance Management
Risk Analysis

Staff Management
Client Relationship Management
Mobilisation of New Contracts