

JOB TITLE	Crime Prevention Officer
DATE	June 2026
DIVISION	Security
SITE / OFFICE	Morrisons Retail Group
REPORTS TO	

ROLE OVERVIEW

As a Crime Prevention Officer (CPO), you will play a pivotal role in reducing retail crime, preventing loss, and supporting safer environments across a portfolio of retail locations. Acting as a highly visible frontline presence, you will work closely with store teams, Retail Security Officers (RSOs), local authorities, and law enforcement partners to deter criminal activity, address anti-social behaviour, and support the investigation of organised retail crime.

This role combines operational security delivery with coaching, compliance monitoring, and intelligence gathering. You will provide guidance and development support to frontline security teams, identify areas for improvement, and feed key intelligence and trends into the wider Crime Intelligence Team.

Success in this position requires excellent observational skills, strong communication abilities, a proactive mindset, and the confidence to engage with a wide range of stakeholders while always maintaining professionalism.

KEY TASKS & RESPONSIBILITIES

Crime Prevention & Security Operations

- Maintain a highly visible security presence to deter theft, anti-social behaviour, and organised retail crime.
- Conduct proactive patrols and observations across assigned retail locations.
- Respond effectively to incidents, alarms, and suspicious activity, taking appropriate action and escalating where necessary.
- Monitor CCTV and other security systems to identify and investigate potential criminal activity.
- Produce accurate incident reports, intelligence submissions, and evidential documentation.
- Support crime reduction initiatives through intelligence-led deployments and operational activity.
- Build and maintain effective relationships with local police forces, community safety partnerships, and relevant authorities.

Training & Quality Assurance

- Support the ongoing development of Retail Security Officers through coaching, mentoring, and on-the-job training.
- Promote and uphold frontline security standards across all assigned locations.
- Conduct site audits to ensure compliance with company policies, procedures, and contractual requirements.
- Identify training needs and provide constructive feedback to improve team performance and service delivery.

Stakeholder Engagement

- Develop strong working relationships with store leadership teams and operational colleagues.
- Act as a trusted point of contact for security-related concerns and crime prevention initiatives.
- Deliver a professional, approachable, and customer-focused service at all times.
- Assist customers, colleagues, and visitors where required while maintaining a safe and secure environment.

Intelligence & Compliance

- Gather, record, and share relevant intelligence with the designated Crime Intelligence Team.
- Support intelligence-led deployment plans and crime prevention strategies.
- Ensure full compliance with company policies, site procedures, industry regulations, and licensing requirements.
- Undertake any additional duties reasonably requested by the Crime Intelligence Team, Operations Support Manager, or Senior Operations Support Manager.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Must have the Right to Work in the UK
- Valid UK Full Driving Licence.
- Valid SIA Door Supervisor Licence.
- Valid SIA CCTV Licence.
- Experience in a security, loss prevention, or retail security role.
- Strong observational, communication, and report-writing skills.
- Ability to confidently manage and de-escalate challenging situations.
- Professional, proactive, and customer-focused approach.
- Flexibility to work a variety of shifts, including weekends and bank holidays.
- Ability to travel across a designated region.

Desirable:

- Experience within a multi-site retail environment.
- Knowledge of organised retail crime and crime prevention strategies.
- Experience coaching or training security personnel.
- Experience conducting audits and compliance checks.

- Previous partnership working with police, local authorities, or community safety organisations.
- Additional security, investigation, or conflict management qualifications.

WORKING ARRANGEMENTS

This is a mobile, multi-site role, requiring flexibility to support operational needs around <sites/location>, shift patterns will vary depending on site requirements.

ACCEPTANCE OF ROLE

Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: