



JOB DESCRIPTION

Company:	VAS Global Services		
Designation:	Security Manager	Role:	Security Manager
Function/ Department:	Operations	Level:	
Sub-Unit:	Operations	Reporting to (position):	Country Manager
Geographical location of the role	<i>Varies depending on the given region</i>	Date Approved:	
		Version:	V 1.0
Approved by (HOD)	Head - Operations	Final Approval:	Head - Human Resources

Job Purpose:

To ensure the physical, information, and process security of the Visa Application Centre (VAC) by implementing and enforcing embassy, client, and corporate security policies, protecting passports, applicant data, cash, and staff, and preventing fraud, theft, data breaches, and operational risk.

The Security Manager is accountable for maintaining a secure, compliant, and audit-ready environment across all VAC operations.

Roles and Responsibilities

Areas of Responsibility and Brief Description	Responsibility Level
<p>1. Security & Risk Management</p> <ul style="list-style-type: none">- Implement and maintain physical, document, and data security controls across the VAC.- Ensure zero tolerance for passport loss, data leaks, or fraud.- Maintain CCTV, access logs, vaults, and restricted zones.- Secure handling procedures for passports and sensitive documents- Managing contracted security guards and control room staff- Coordination with external authorities including liaison with local police, civil defense, and embassy security teams	Full
<p>2. Incident & Investigation Management</p> <ul style="list-style-type: none">- Lead investigations into security breaches, misconduct, or operational risks.- Ensure all incidents are reported within 24 hours and corrective actions are completed.- Maintain evidence, logs, and compliance documentation.- Conducting periodic security risk assessments & vulnerability analysis- Business Continuity Plan (BCP) for security incidents and Crisis coordination with management.	Full
<p>3. Compliance & Audit</p> <ul style="list-style-type: none">- Ensure readiness, internal, ISO, and mystery audits.- Enforce compliance with GDPR, data privacy, and embassy security protocols.- Provide monthly security performance reports and audit findings tracking.	Full
<p>4. Training & Awareness</p> <ul style="list-style-type: none">- Conduct security training, drills, and certifications for all staff.- Promote a security-first culture across the organization.- Developing and updating security SOPs and policy enforcement and disciplinary recommendations.	Full



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Indicative KRA's / Budgetary and Revenue Responsibilities

1. Zero loss of passports, documents, biometric data, or cash; targets met as per Corporate Security and Embassy requirements.
2. 100% compliance with Embassy, client, and internal audit requirements; satisfactory audit scores achieved at all times.
3. All security incidents, breaches, or irregularities to be logged, investigated, and closed within the prescribed SLA.
4. Immediate reporting of all incidents to the Reporting Manager, Head of Operations, and Country Manager within 24 hours of occurrence.
5. Zero incidents related to fraud, staff integrity, data breaches, or process violations.
6. 100% of staff to complete mandatory security training and internal security certifications as scheduled by HR and Management.
7. Full adherence to SOPs, data privacy, GDPR, and Embassy security protocols across all operational areas.
8. Effective monitoring of CCTV, access controls, vaults, and restricted areas to ensure continuous protection of assets.
9. Conformance to all Internal Audit requirements and Internal Process Certifications for security-related processes.
10. Maintenance of Security Incident Logs and Risk Registers, with root-cause analysis (RCA) and corrective actions implemented to prevent recurrence.
11. Control and optimize costs related to guards, CCTV systems, access control, and other security infrastructure.
12. Prevention of financial losses arising from fraud, theft, passport loss, or security lapses.
13. Minimize the risk of embassy penalties, contract breaches, and reputational damage through strong security governance.
14. Ensure the protection of the Company's brand, Diplomatic Mission trust, and client confidence through a secure and compliant Visa Application Centre.

Key Interactions within and outside of VAS Services

External

1. Vendor
2. Missions
3. Tourism Department

Internal

1. Departments within VAS Services

Qualification & Experience Requirement

(Education, Experience, specific knowledge, Skills understanding, Attitude)

Education	<ul style="list-style-type: none"> • Minimum: A degree in Security Management, Criminal Justice, IT Security, or Risk Management 	
Experience:	<ul style="list-style-type: none"> • 5-8 years in security, compliance, or risk management • Experience in visa centres, BPO, banking, government services, or high-security environments • Exposure to ISO, GDPR, or embassy security frameworks preferred 	
Competencies/ Personal Attributes:	Behavioural Competencies	Functional Competencies
	<ol style="list-style-type: none"> 1. Entrepreneurship 2. Quality & Service Orientation 3. Teamwork & Collaboration 4. Diversity Sensitivity 	<ol style="list-style-type: none"> 1. Risk assessment and management 2. Incident Response and Crisis Management



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5. Personal and Professional Development
6. Delivering Results
7. Communication
8. Leadership

3. Investigation and Reporting
4. Fraud Prevention & Investigation
5. Data Protection and Privacy
6. Audit & Certification Management
7. Risk and Compliance Control

Additional Requirements

- Ability to read, write and speak fluently in local language
- Ability to read, write and speak fluently in English
- Knowledge of an additional international language would be helpful
- Experience of working in a culturally diverse environment
- Cross functional expertise

Nationality

Any

Employee Signature:

Date:

Line Manager Signature:

Date: