

Waterstones

Job Title	Loss Prevention Officer
Reports to	Group Loss Prevention Manager
About us	Waterstones is the cornerstone of bookselling across the UK and Ireland. Joining Waterstones means being an active part in a success story that began in 1982, and books are as popular now as the day we started. Trading across the UK, Ireland and Europe, we are present in over 350 shopping locations, where Waterstones continues to thrive, each year actively pursuing a programme of new bookshop openings. Online at Waterstones.com, we meanwhile mirror the essence of our bookshops, further showcasing the unique enthusiasm and knowledge of our booksellers.
Purpose	To protect staff, customers, property, and the business by ensuring that all physical security equipment is in working condition, following up on all workplace incidents and advising teams how best to respond to incidents that may involve violence. To deliver the Loss Prevention strategy as outlined by the Group Loss Prevention Manager.
Key Responsibilities	• To be a field based, security and shrink expert, working to identify potential risks/losses to reduce loss in your given area. • As the Loss Prevention contact in your designated area, you will give advice and guidance to Regional Managers, Cluster Leaders, Bookshop Managers and Booksellers on all aspects of Loss Prevention. • To be based in our most high risk shops amongst Waterstones, Foyles, and Blackwells stores, according to risk to the business. • You will reduce shrinkage and cash loss by identifying risk in stores and providing solutions, coaching and support to store teams. • Proactively investigate reported thefts, data, and missing stock to identify and apprehend offenders. Building criminal cases resulting in arrest and prosecution of offenders. • Use data and instore intelligence and Security Systems to identify and analyse trends and similarities across active cases and collaboratively work with the wider LPI team to glean and share information to identify and prosecute offenders. • To establish professional working relationships with internal stakeholders, law enforcement and outside agencies to further reduce risk and loss to the business. • Work in collaboration with Maintenance and Audit teams to ensure compliance and safety standards are consistently met. • To complete all set tasks within the given timeframe and escalate identified issues in an appropriate and effective manner. • To undertake other requests and projects as set by the Loss Prevention manager to support the Business Operation.
Experience and Qualifications	Essential • Significant demonstrable experience dealing with shrink and crime resolution within a retail or Policing environment.

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	• Knowledge of loss prevention policies and practices. • Knowledge of case building, the criminal justice system and its process, as well as judicial interventions: CBOs, civil recovery methods etc. Desirable • IT literate - Efficient in using a variety of platforms and software, including Microsoft Office, Outlook, In-house transaction monitoring software and intelligence sharing programs. • Knowledge on data mining best practises, industry standard investigation and interview techniques (PACE, WZ etc) preferable.
Person Profile	• A clear, concise communicator, both written and verbally. • Approachable and personable. • Self-motivated. • Ability to influence at all levels of the organisation, working to win hearts and minds. • Able to manage own time and prioritise effectively. • Inquisitive, calm, and professional approach. • Ability to make decisions as needed with minimal supervision. • Adaptable and resilient. • Coachable and values development. • Discretion, accountability and integrity are non-negotiable as this role handles sensitive incidents and must operate with absolute confidentiality, sound judgement and accuracy at all times. • Above all, they will be collaborative by instinct, someone who sees loss prevention not as a policing function but as a commercial partner and builds trust across a spectrum of internal and external departments and stakeholders.
Key working relationships	Bookshop managers Auditor Regional managers HRBP
Diversity Statement	At Waterstones, we are committed to creating a workplace that is fair and inclusive to people from all backgrounds, perspectives and experiences, and we strive to promote an inclusive work culture. We are working hard to ensure our recruitment processes are free from bias, and our aim is to be truly representative of all sections of society and our customers, and for each employee to feel fully respected and able to give their best.
Reasonable Adjustments	We understand that some disabled applicants may, due to the nature of their disability, find some parts of the recruitment process challenging. If you need any reasonable adjustments during any part of the interview process, please make these known either to your interviewer or the person you liaise with when setting up your interview.