



The **Director of Training** is responsible for developing and implementing comprehensive training programs for both TeamOps personnel and for personnel of other functional departments of Gillette Stadium. This position is also responsible for identifying and evaluating risks and developing and implementing processes and procedures to mitigate these risks and potential threats. This position requires positive proactive communication and coordination with both internal constituents including site operations, food and beverage, parking, marketing, media relations, business development and events as well as with external constituents including legal counsel and insurers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develop comprehensive training programs for all Team Ops staff to ensure functional literacy of security protocols, customer service, emergency preparedness and emergency response that align with The Kraft Group's core values. This includes part-time staff, supervisors and event management.
- Develop mechanism to validate sustained quality of functional training programs of security department.
- Oversee administration and management of all department learning programs to ensure consistency and accuracy of delivery for increased competency and superior customer service.
- Develop, monitor and report on key performance indicators.
- Identify, assess and evaluate risks through comprehensive review of claims, complaints and other data points.
- Develop and implement policies, processes and procedures to mitigate these risks and potential threats.
- Develop and disseminate operations manuals that define staff expectations and training programs to address these risks and threats.
- Conduct investigations and acts as liaison to legal, human resources, other operating departments, insurance companies and consultants for any incidents that may result in loss.
- Produce risk reports and present findings and proposals to senior management.
- internal constituents including legal, human resources, finance, site operations, food and beverage, parking, marketing, media relations, business development and events

- external constituents including federal, state and local public safety agencies, and insurance companies.
- Develop security based training programs for deployment across non-TeamOps departments at Gillette Stadium including, but not limited to food and beverage and parking.
- Develop comprehensive training certification program for security personnel to be utilized with both internal staff and for external third party security programs.
- Positive proactive communication and coordination with
- Provide leadership and supervision to TeamOps personnel including day of game staff and ensure highest level of compliance and customer service is delivered.
- Instill the Kraft Group's core values across entire department
- Assist Senior Director with emergency management preparedness and specialty training
- Special projects and assignments as business dictates

SKILLS AND QUALIFICATIONS

- Minimum 8 years of experience in related field. Law enforcement or military preferred.
- Bachelor's degree/Master degree preferred
- Relies on extensive experience and judgment to plan and accomplish goals.
- Successfully demonstrate experience in developing and executing security operations and training programs.
- Advanced technical skills including: excel, word, PowerPoint
- Strong organizational skills with ability to effectively plan and execute multiple events simultaneously
- Detail oriented and skilled at managing projects in complex environments
- Ability to collaborate and build successful partnerships with various constituents
- Exemplary verbal, written and interpersonal skills
- Confidentiality and discretion

PHYSICAL DEMANDS

- While performing the duties of this job, the employee is required to be standing for a period of 6 hours or more.
- The employee frequently is required to talk or hear.
- The employee is regularly required to reach with hands and arms.
- The employee must regularly lift and/or move up to 20 pounds and occasionally lift and/or move up to 30 pounds.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

- Generally located in administrative office during business hours
- Event Venue, noise level in the work environment is typically loud
- Densely populated on event day

Apply on line – www.thekraftgroup.com/careers

Contact: Krista Gadzala - kristag@thekraftgroup.com

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