



JOB DESCRIPTION – LOSS PREVENTION OFFICER

Job Title: Loss Prevention Officer

Department: Operations

Reports To: Store Manager

Job Overview

The Loss Prevention Officer at Trendie plays a pivotal role in ensuring the protection and security of the store's assets, staff, and customers. This position is responsible for preventing theft, fraud, and any other form of loss within the retail environment. As a Loss Prevention Officer, you will be engaged in continuous surveillance, investigation, and the implementation of security strategies, contributing to the overall operational integrity of the store. You will work closely with the Store Manager and other team members to foster a safe and secure environment.

Key Responsibilities

- **Surveillance and Monitoring:** Utilise surveillance systems and conduct routine physical monitoring of store premises to identify suspicious activities and potential threats to store security, including theft, fraud, and policy violations.
- **Investigations:** Undertake comprehensive investigations into incidents of theft, fraud, policy breaches, or suspicious activities. Document and report findings, ensuring all investigations are carried out with thoroughness and discretion.
- **Strategy Development and Implementation:** Collaborate with store management to design, refine, and implement loss prevention strategies that align with both company goals and industry best practices. Monitor the effectiveness of these strategies and suggest improvements where necessary.
- **Auditing and Compliance:** Conduct regular audits of inventory management, cash handling, and store operations to ensure compliance with company policies. Identify discrepancies or procedural violations and take corrective action as required.

Emerald Tower, 786 Castlereagh Heights Sydney, NSW 2000 Australia 

1300 TRENDIE (1300 873 634) 

info@trendie.com.au 

www.trendie.com.au 



- **Staff Training and Development:** Facilitate training sessions for store employees on loss prevention techniques, security protocols, and emergency response procedures. Ensure staff are equipped to recognise potential threats and maintain a secure environment.
- **Incident Response:** Respond immediately to security incidents, ensuring the safety of customers and staff. Effectively manage situations, de-escalate conflicts, and coordinate emergency response as necessary.
- **Collaboration with External Partners:** Liaise with local law enforcement, security consultants, and other external partners to assist in investigations and resolve incidents. Foster positive working relationships with these agencies to enhance overall security measures.
- **Reporting and Documentation:** Prepare detailed and accurate reports regarding incidents, investigations, audits, and loss prevention activities. Present findings to management and recommend actionable improvements.
- **Industry Awareness and Best Practices:** Stay informed of the latest trends and developments in loss prevention, fraud detection, and retail security. Adapt and incorporate relevant industry best practices into the store's operational protocols.

Qualifications and Experience

- **Education:** A secondary school qualification or equivalent is required. A certificate or diploma in security, law enforcement, or related disciplines will be highly regarded.
- **Experience:** A minimum of two years' experience in a loss prevention, security, or law enforcement role within a retail or commercial environment is essential. Experience in managing investigations and audits is highly advantageous.
- **Skills and Knowledge:** Demonstrated knowledge of security systems, loss prevention techniques, and risk management strategies is required. Strong observational, investigative, and analytical skills are critical for success in this role.
- **Communication Skills:** Excellent verbal and written communication skills are essential for interacting with colleagues, customers, and external stakeholders. The ability to convey information clearly and professionally in sensitive situations is a must.



Skills and Competencies

- **Discretion and Confidentiality:** Ability to handle sensitive security matters with the utmost discretion and maintain strict confidentiality.
- **Problem-Solving and Decision-Making:** Exceptional problem-solving skills, with the ability to make quick, effective decisions during high-pressure situations.
- **Attention to Detail:** Meticulous attention to detail is required for auditing, reporting, and surveillance activities to ensure accuracy and thoroughness.
- **Teamwork and Independence:** Capacity to work autonomously while contributing positively to the broader operations team. Effective collaboration with store management and staff is crucial.
- **Technical Proficiency:** Competence in using security and surveillance equipment, as well as proficiency in relevant software for auditing and reporting purposes.

Conditions Working

This is a full-time role which may require flexibility in working hours, including evening, weekend, and holiday shifts, depending on the store's needs. The position involves standing for extended periods, actively patrolling the premises, and responding swiftly to any security breaches or emergencies in a fast-paced retail environment.

Key Performance Indicators (KPIs)

- **Incident Reduction:**
Achieve measurable reductions in incidents of theft, fraud, and loss within the store.
- **Strategy Effectiveness:**
Monitor and evaluate the success of implemented loss prevention strategies, making data-driven recommendations for improvement.
- **Audit Accuracy:**
Ensure accuracy and compliance in inventory audits and cash handling procedures.
- **Response Efficiency:**
Maintain a high standard of response times and effectiveness in managing security incidents and emergencies.



Trendie

- **Compliance Adherence:**

Ensure consistent adherence to company policies, security protocols, and regulatory standards.

Company Values and Culture

At Trendie, we are committed to creating a secure and trustworthy environment. Our Loss Prevention Officer plays a key role in upholding the company's values of integrity, vigilance, and customer-centricity. You will contribute to a collaborative culture that prioritises the safety and wellbeing of both staff and customers, while also protecting the company's assets.

Career Path and Progression

As a Loss Prevention Officer, there are numerous opportunities for career advancement within Trendie. Potential career paths include Senior Loss Prevention Officer, Loss Prevention Manager, and Security Manager, with further specialisation opportunities in areas such as fraud detection, security management, or risk assessment. Trendie supports continuous professional development and encourages staff to pursue their career ambitions within the organisation.

Emerald Tower, 786 Castlereagh Heights Sydney, NSW 2000 Australia 

1300 TRENDIE (1300 873 634) 

info@trendie.com.au 

www.trendie.com.au 