

A day in the life with...

Selina Power

What is your official job title?

CCTV controller

How long have you worked here?

Ten years next year. I started off as security supervisor on one of the teams at the very start, they wanted us to get a feel for the place so we could pass it on to the teams. I've been here ever since and I've done a bit of everything. I started off as security supervisor, then I went to security manager, then back to patrol officer, and now I've ended up in the control room. I worked through both the lockdowns, because although the centre wasn't open, the control room was, and we had to look after the site. It was like a ghost town – really, really eerie!

How many of you are there in the security team?

We've got four teams, and we've got two days and two nights. Then we have two patrol officers on days, one CCTV operator and then a security manager.

When you joined, did you come from a security background?

I did a lot of sporting events, especially cricket grounds, so I got my security experience from that. I did on-site training when I got here to familiarise myself with the systems.

What is a day in the life like for you here, both on a normal day and an event day?

No two days are the same. You start at seven in the morning and it's very, very busy in the mornings until about ten. We're giving our radios, keys, emergency cards etc. Then we get the staff set up for the day. We look after the service yard as well, that's buzzing people in on the intercom and logging any vehicles, and then we do fire alarm tests for each unit. So, we have a set daily routine. I have my break mid morning and go for coffee, then we'll come back and then it's just day-to-day running of the centre, so 136 cameras looking at contractors, lifts, escalators. You never know what you're going to get and some days are



really crazy. Keeping an eye out for shoplifters, lost children, medical incidents all gets called into the control room first and then we would deploy whoever needs to go.

On a big event day, it's tenfold. When events are on at the stadium, it's a short cut for the fans to walk through the centre. Some fans aren't nice, but most are just happy and singing songs.

When we have concerts, we've had queues zigzagging all around upstairs for the food and drink. It's fun on those days though as it gives us something extra to do.

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Have you developed a sixth sense for looking at the cameras all day?

Oh yes, you know what they are doing, why they're hiding around the corner or why they were walking back and forth four or five times, you just pick it up.

Has the way you have to manage the security team changed over the years that you've been here?

It has changed a lot. When we started, we did have a lot more team members and that was with less shops and less restaurants to look after. Now, our team is really small and the centre is at full capacity, but the work still needs doing. We still have to meet the important standards.

Do you think that since COVID things have changed or do you think it's back to normal now?

I think we've slotted back in to normal life – the new normal.

What do you wish you had known about your job before you started?

I wish I'd known that it was going to be so intense and full on – it can be really crazy! But I like the people that I work with, it's a good team.

What would you say is your favourite part of your job?

I'm bossy and I like to be organised, with everything in its place. It gives me satisfaction when everything is running how it should and everyone is doing what they are supposed to!

If you could give someone else one piece of career advice what would it be?

Ask questions! If you're not sure, ask. Don't be embarrassed to ask the people who know, don't just think you know.