



Cardo Hotels – Security Agent Night shift

About US

About Cardo Brussels Hotel

Located within the heart of Europe and one of the Brussel's most vibrant areas, Cardo Brussels Hotel is the new and trendy landmark in the neighborhood and the most distinctive luxury lifestyle hotel in the city, catering to both selective leisure guests and business travelers. The hotel will offer contemporary wellness and dining experiences, 532 stylish rooms & suites, as well as 1500m2 of MICE facilities and amenities.

About Cardo Brand

Cardo is a brand built on a culture of emotional intelligence and sublime hospitality, designing experiential places for individual wellbeing and corporate culture optimization. Our purpose is to make city breaks and workcations less apologetic, more purposeful and tuned to the self.

About the Job and You

Main Mission

Ensure the safety of guests, staff, and hotel facilities during the night and weekends, maintaining a serene atmosphere in a dynamic urban environment.

Main Responsibilities

Safety of Property and People

- Conduct regular patrols in common areas, floors, parking lots, and sensitive zones to prevent incidents (intrusions, thefts, fires, etc.).
- Monitor access points to the hotel, ensuring the identification and registration of visitors, subcontractors, and delivery personnel.
- Respond quickly and effectively in emergencies (fires, suspicious behavior, conflict situations) by following established protocols.
- Work closely with the reception and technical teams to resolve any unforeseen events affecting security.

Prevention and Deterrence

- Maintain a proactive and deterrent presence in key areas of the hotel to ensure the safety and peace of mind of guests and staff.
- Quickly identify and report anomalies or suspicious behavior.
- Raise staff awareness of security procedures and ensure their consistent application.

Incident Management

- Intervene calmly and professionally in delicate or conflictual situations, demonstrating diplomacy.
- Write detailed reports following each incident or intervention.
- Communicate effectively with local authorities (police, firefighters, emergency services) when necessary.

Operational Support and Duty Management

- Assist reception teams and other departments during urgent operational needs overnight.
- Supervise and coordinate interventions to ensure smooth night operations.
- Conduct routine checks on technical installations (lighting, air conditioning, automatic doors) to ensure proper functioning.
- Act as the "Duty Manager" during night shifts, making operational decisions in the absence of senior managers.
- Provide guest support for special requests or incidents impacting their stay.
- Help Front office department with operational tasks (ex : CI/CO)

Required Skills

- Knowledge of fire safety standards and emergency procedures (certifications BA4/BA5 are an advantage).
- Previous experience in a security role, ideally in a hotel or large-capacity environment.
- Good physical condition and ability to maintain a high level of vigilance during night shifts.
- Ability to anticipate risks and a strong sense of observation.
- Competence in managing stressful situations and conflict resolution.

Personal Qualities

- Integrity, discretion, and reliability.
- Customer-oriented with a professional and welcoming attitude, even in complex situations.
- Autonomy and ability to make quick and appropriate decisions.
- Team spirit and collaboration with other departments (reception, housekeeping).
- Fluent in both English and French.
- Internationally experienced.
- Affinity for a more refined lifestyle.

Legal Requirements

- Certification in private security training compliant with Belgian legislation (SPF Interior).
- Approval as a security agent under the law regulating private and specialized surveillance.
- A clean criminal record and a valid work permit for Belgium.

Total Reward Package and Working conditions

Working Conditions

- Permanent full-time contract (CDI).
- Primarily night shifts (10 PM to 6 AM) and weekends.
- Night and weekend bonuses in accordance with CP302 regulations.

- Uniforms provided and maintained by the hotel.
- Full reimbursement of STIB/SNCB subscription.
- Meal vouchers worth €8 per working day.
- Hospitalization insurance.
- Eco vouchers.

Offered Benefits

- Opportunities for growth in a prestigious and stimulating environment.
- Access to continuous training (conflict management, advanced security, etc.).
- Marriott benefits for employees and their families.

<http://cardohotels.com/>