

Job Description

Role Title:	Security Operations Manager
School / Dept:	Estates and Facilities Services
Reference:	MPF4049
Grade:	Grade 6
Full or Part time:	Full time
Hours:	1.0 FTE
Reports to:	Deputy Head of Security

Overview

Utilising the resources of some 350 directly employed staff, supported by numerous external contractors, Estates and Facilities Services is responsible for delivering a full estates and facilities management service to the University, including capital development, property maintenance, cleaning, security, caretaking and landscaping.

The Security team are responsible for providing a safe, secure and welcoming campus environment for staff, students and visitors across the three University campuses at Peel Park, Frederick Road and Media City UK.

The hours of work for this post will be an average of 36.25 hours per week, which includes weekend working on a rota basis. This may be delivered by means of an 8-hour, 9-hour or 12-hour shift pattern, depending on the operational needs of the University.

We are proud of our diverse student population and it's important for us to create an inclusive culture where all our students and colleagues can bring their whole selves to the University. We recognise, for example, that our colleague profile is not as diverse as it should be, particularly when looking at the diversity of our students and as a result have developed targets to increase the ethnic diversity of our teams. We also provide support schemes (Guaranteed Interview Scheme – see online for further details) and reasonable adjustments for those with disabilities, in support of their employment.

Role Purpose

The role holder will supervise a designated group of supervisors and security officers, ensuring they provide a customer focused service that prioritises the safety and security of staff, students and visitors whilst supporting and contributing towards the wider aims of Estates and Facilities Services.

- To support and contribute towards the security strategy, based on core principles of deter, detect, delay, mitigate and respond.
- To manage, when required to do so, supervisors and security officers employed in SIA licensed roles in support of the University's obligations under the Private Security Industry Act 2001 and the Licensing Act 2003.
- To act as the second point of contact for safeguarding concerns, having due regard to the need to prevent people from being radicalised as outlined in the Counter Terrorism and Security Act 2015.

- To liaise with Greater Manchester Police during the evacuation, invacuation and lockdown of campus buildings in support of the requirements of the Terrorism (Protection of Premises) Act 2025.
- To act as a University Bronze (operational) lead in the event of an emergency such as fire, flooding, structural failure or the release of hazardous materials.

Principal Duties & Responsibilities

- Manage a designated group of Supervisors and Security Officers working within the university (or at any directed location) on a day-to-day basis, with responsibility for supporting the provision of an effective, professional and efficient Campus Security service.
- Responsible for the effective management of all on duty Supervisors and Security Officers throughout the shift. Management to be maintained in accordance with University of Salford policies and procedures together with Campus Security 'General Instructions' and 'Standard Operating Procedures'.
- Undertake and ensure the accurate and timely completion of reports and documentation relating to security related incidents, ensuring that all relevant persons, including the Head of Security and Deputy Head of Security, are clearly informed / briefed. To ensure that all reports and documentation are completed before the end of the shift and hand-over procedures are carried out correctly.
- Manage and co-ordinate the team's response to all security-related incidents, taking responsibility for dealing with any incidents that occur during the shift and acting as the single point of contact for the emergency services and other external agencies. To liaise with any relevant individual within the University concerning incidents requiring their knowledge or attention.
- Responsible for the Health and Safety of all on duty Supervisors and Security Officers, ensuring that all activities are carried out in accordance with the Health and Safety policies and procedures, in particular the Health and Safety at Work Regulations and all subordinate legislation. Investigating and reporting any accidents or near misses during the shift to the Head of Security and Deputy Head of Security.
- Assist with delivery of training and development activities to enhance the knowledge, skills and experience of Supervisors and Security Officers. This includes responsibility for maintaining a database of training qualifications (and expiry dates) for all Supervisors and Security Officer certifications.
- Responsible for staffing resource planning, ensuring staffing levels are maintained and where possible do not fall below the minimum level as designated by the Head of

Security. The management of all shift rosters and planned / unplanned absences from work, including the shift leave plan, leave requests and authorisation, the provision of cover for training commitments and the allocation of agreed overtime.

- The collation of the monthly 'Incidents on Campus' report, detailing all crimes taking place on campus and delivered to both the University Security Steering Group and the University Health and Safety Committee.
- To drive improvement year on year in line with all KPIs (Key Performance Indicators) as set by the Head of Security.
- To deliver Personal Safety and Crime Prevention talks to staff and students, under the guidance and direction of the Head of Security.
- To lead the response to any Safezone activation and to liaise with senior managers or the emergency services as appropriate for incidents involving staff and students.
- Co-ordinate the delivery of Emergency First Aid by the team, providing care or treatment to ill or injured staff, students and visitors before regular medical aid can be obtained.
- Identify and report safeguarding concerns, including having due regard to the need to prevent people from being radicalised as outlined in the Prevent Duty.
- Co-ordinate the evacuation, invacuation or lockdown of buildings in the event of a terrorism related incident taking place on campus.
- Liaise with police and other emergency services regarding incidents, preparing and submitting concise and factual reports as required.
- Attend court to give evidence in relation to incidents when required, under the guidance, support and direction of senior staff within the Security or Legal departments.
- Participate in learning and development, enhancing knowledge and skills through security and non-security related training opportunities.
- To work to a high standard against agreed timescales with limited supervision.
- To promote a positive image of the University and safeguard its reputation.
- Adhere to Health & Safety requirements, in accordance with the Health & Safety at Work Act 1974 and good practice as detailed in Estates and Facilities Services policies and procedures.

- Liaise with colleagues outside of Security in support of the aims and objectives of Estates and Facilities Services and the University.
- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. A relevant Level 4 or Level 5 qualification for Security Managers and/or significant experience in a similar position. **(E)**
2. A relevant health and safety qualification, for example IOSH Managing Safely or equivalent. **(E)**
3. A relevant SIA security qualification (Security, Door Supervision or Public Space CCTV) or if not qualified willing/able to attain this within the first month of employment. **(E)**
4. An Emergency First Aid or First Aid at Work certificate. **(D)**
5. Competent level of attainment in English, Maths and ICT/Digital skills. **(D)**
6. A full UK driving licence **(E)**

Background and Experience

7. Previous experience of working in a security related environment (including the police or military). **(E)**
8. Experience of working in a management role. **(D)**
9. Knowledge of security control room related procedures. **(D)**
10. Knowledge of operational level incident response / incident management. **(E)**

Knowledge

11. The requirements of Higher Education (HE) Safety and Security operations . **(E)**
12. Health and Safety and understand safe methods of working. **(E)**
13. Incident response and the need to carry out dynamic risk assessments. **(E)**
14. The need for confidentiality when handling of sensitive information. **(E)**
15. Fire protocols, such as the 'call challenge' procedure or similar. **(E)**
16. Incident response / incident management. **(E)**
17. UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. **(E)**
18. The Prevent Duty and the Counter-Terrorism and Security Act 2015. **(E)**
19. The Terrorism (Protection of Premises) Act 2025. **(E)**

Skills and Competencies

20. The post holder will be able to demonstrate the ability to manage, motivate and build an effective team. **(E)**
21. Possess the ability to demonstrate strong leadership skills in sometimes challenging circumstances. **(E)**
22. Have demonstrable experience of planning and organising the work of self and others. **(E)**
23. Possess the ability to demonstrate excellent verbal communication skills. **(E)**

24. Have experience in producing accurate and concise written documentation, including risk assessments and standard operating procedures. **(E)**
25. Must be computer literate and have a good understanding of various computer software packages. **(E)**
26. The post holder will be required to undertake any training identified by the Head of Service. **(E)**
27. The post holder will always be expected to be smart and set an example for all Security staff. **(E)**
28. The ability and willingness to comply with the requirements of the security strategy, General Instructions and SOPS (standard operating procedures). **(E)**
29. The ability to foster and develop understanding of equality and diversity issues. **(E)**
30. A positive, dedicated and flexible approach to work with a willingness to learn and engage and contribute towards service improvement. **(E)**