

Job Description

Role Title:	Security Officer
School / Dept:	Estates and Facilities Services
Reference:	MPF592
Grade:	Grade 4
Full or Part time:	Full time
Hours:	36.25 per week
Reports to:	Security Supervisor

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 is responsible for the security of all staff, students, visitors, buildings and security support activities on all campuses including Car Parks.

The hours of work for this post will be an average of 36.25 hours per week, worked on a rota covering 24 hours per day, 7 days a week, 52 weeks a year.

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 offer a proactive and comprehensive customer focused service that prioritises the safety of all campus users, University buildings and assets. This is a customer facing role on campus that is responsible for ensuring that we offer a welcoming, safe and secure campus to all campus users. You will be approachable, vigilant, visible and have great interpersonal and customer service skills in prioritising the safety of our students.

Principal Duties & Responsibilities

- To monitor and authorise access to site, assisting students, staff & authorised visitors where necessary.
- To ensure that all visitors to the buildings show the relevant identification protecting the unauthorised removal of University assets.
- To control, monitor and authorise the entrance and departure of vehicles on site providing reasonable protection from damage and theft.
- To conduct internal and external patrols of the University campus including checking for intruders, suspicious packages and damage and to act as a deterrent.

- Be fully conversant with the Emergency, Health and Safety, Fire and Security alarm systems and procedures, investigating disturbances and assisting in the evacuation of premises when required, liaising with emergency services accordingly and dealing with potentially dangerous situations and securing potential crime scenes.
- To carry out regular checks on all areas ensuring the buildings and equipment are secure and to report any suspicious events and carry out searches as required.
- To lock and unlock rooms as instructed and in accordance with regular routine checks. Patrol all floors to act as a visual deterrent.
- To react appropriately to ad hoc and out of hours requests for access as well as support with investigations
- Respond to major incident investigations, setting up control centres where necessary, controlling the access to buildings/sites through the opening/closing of buildings and placement of signage To maintain records of staff and visitor access and advise of rule infractions, appropriately challenge individuals & take reasonable actions where necessary.
- To operate and monitor CCTV and door access systems and to initiate the appropriate action to incidents.
- To carry out general security duties throughout the campus as a reasonable request
- Assist colleagues on reception when requested
- To carry out checks on equipment and lighting and report any faults. To carry out general maintenance duties throughout the building as directed by the Site Manager or Facilities Manager
- Provide first aid as required
- To work to a high standard against agreed timescales with limited supervision.
- Promote a positive image of the University at all times
- Deal with a range of challenging situations, enquiries, and complaints in a calm, polite and professional manner, providing solutions where possible
- Provide first line support to customers who may be in distress, and appropriately signpost to University services and external agencies
- To carry out the Prevent strategy of the University and the Counter-Terrorism and Security Act 2015 on specified authorities, to have due regard to the need to prevent people from being drawn into terrorism
- Promote excellent safeguarding, wellbeing, and emergency mental health first aid support as required for vulnerable students/staff and visitors
- To promote the Universities "Safezone" app for the protection of everyone on campus and to enhance the student experience and staff working in a safe environment
- To treat with Complete Confidentiality all intelligence, data and other information appertaining to the University
- To have a flexible approach and work with different teams on different sites within the University.
- To promote good working relationships with all University staff, students and the general public.
- To bring to the attention of managers any matters relating to the health and safety of students, staff and visitors.

- 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 full UK driving licence. **(E)**
2. A First Aid Certificate or the willingness to achieve one. **(D)**
3. Competent level of literacy and numeracy. **(E)**

Background and Experience

4. Previous experience of working as a Security Officer is not essential. Full training will be provided. **(D)**
5. Experience of working in a customer focussed environment (not restricted to Security roles). **(E)**
6. Knowledge of radio procedures and the phonetic alphabet. **(D)**
7. Experience of dealing with challenging situations in a professional manner. **(E)**
8. Experience of emergency evacuation procedures. **(D)**

Knowledge

9. Health and Safety issues and have an understanding of safe methods of working. **(D)**
10. Knowledge of Incident Management. **(D)**
11. An understanding of the need for safe working environments. **(E)**
12. An awareness of the need for confidentiality and the handling of sensitive information. **(E)**
13. Knowledge of the requirements of working in a diverse environment. **(E)**

Skills and Competencies

14. Good communication skills with the ability to deal with a variety of customer needs. **(E)**
15. The ability to remain calm and reliable under pressure. **(E)**
16. The ability to work on own initiative and/or as a team. **(E)**
17. The ability to prioritise, meet deadlines and work to a high standard. **(E)**
18. The ability to interact positively with a wide variety of people at all levels. **(E)**
19. A keen eye for detail and excellent observational skills. **(E)**
20. A pro-active, friendly, helpful, professional and approachable manner. **(E)**
21. The ability to recognise and work in or with sensitive and confidential situations and Information. **(E)**
22. A positive, dedicated and flexible approach to work with a willingness to learn and engage and contribute towards service improvement. **(E)**
23. A willingness to undertake training as appropriate and evidence personal development. **(E)**

24. The ability and willingness to comply with the requirements of the Assignment Instructions and office procedures. **(E)**
25. Great interpersonal skills to support the way we engage with our diverse internal and external community and become more inclusive. **(E)**
26. The ability to produce Incident Reports to the level required for Crown Court prosecutions. **(D)**