

Security Officer – Estates and Campus Services – Grade D (uplifted to 42 hours plus allowances for working outside the standard working range)

Job Description

Purpose

To provide a professional and flexible security service that seeks to enhance the student experience and actively works as part of a wider team to maintain a safe and secure University environment. This should meet the varied security demands of a large built environment that includes workspaces, study areas, accommodation, sports facilities, social venues, public spaces, and pedestrian routes.

Duties

1. To act as a frontline and customer-facing service, actively seeking to develop and foster positive relationships with our students, staff, visitors and external partners, to maintain a safe, secure environment on various campuses.
2. To provide excellent support and assistance to a diverse range of students, colleagues, and visitors, actively working as part of an immediate and wider team, to deliver a first-class security service.
3. To provide a rapid and professional response to incidents (including potentially volatile situations with students and members of the public), emergencies (including First Aid, and serious mental health crises including suicide attempts), and fire/gas/panic/intruder alarm first response with appropriate evacuations where necessary in accordance with standard operating procedures and protocols, taking direction from the Duty Supervisor as necessary and exercising dynamic risk assessment where necessary to ensure safety.
4. To communicate clearly with the Security Control Room, and consequently the Duty Supervisor, and colleagues face-to-face, via radio, telephone or in writing, providing relevant information and updates on incidents where needed.
5. Provide appropriate support and guidance to students and colleagues to ensure their safety and wellbeing, both mental and physical, including welfare checks as requested by legitimate third parties, escalating concerns/incidents as appropriate.
6. To provide proactive and high visibility patrols around the campus and its buildings for a significant proportion of each shift, including Halls of Residence and student routes, engaging with staff and students, providing routine information, directions and responses to requests for assistance where relevant.

7. To ensure and maintain personal professional standards across all aspects of the role thereby contributing to staff, student and visitor satisfaction with the Service and the University as a whole.
8. To provide the detail for incident reports to be accurately raised with supporting evidence included as required, along with the rationale for any decisions or action taken.
9. To make secure or provide access to buildings and restricted areas, as set out in the operating procedures and Service Level Agreements and to assist other departmental services as required, including out of hours provision.
10. To intervene as necessary in a diplomatic, fair-minded and professional manner, in line with SOPs, to prevent or stop unacceptable student behaviour, and advise on potential conduct issues that may lead to student disciplinary investigations. Gather and provide evidence as appropriate to support such investigations.
11. To take an active role in crime prevention initiatives and incident follow up to ensure the safety and security of the campus, its staff, students and visitors. This includes participating in events and activities (including pop-ups) designed to positively promote the security service to students.
12. To identify and report defects and situations that may present a health and safety hazard or that may contribute to the overall maintenance of the campus.
13. To deal responsibly with lost property, including identification and appropriate treatment of suspicious packages in accordance with SOPs and directions from Duty Supervisor as appropriate.
14. To escort vulnerable staff or students as requested and in line with SOPs, ensuring professional standards are maintained at all times. This may include transporting/arranging transport for ill or injured students to hospital where conditions require and permit.
15. To facilitate out of hours maintenance incidents across the campus including appropriate use of contractor callouts.
16. To work as a member of a team, participate in regular team meetings and attend planned training sessions designed to refresh or enhance capabilities in line with this job description.
17. To wear uniform, as provided, and be of a smart appearance at all times, ensuring that issued items of equipment are available for use whilst on patrol.
18. To understand the principles of dynamic risk assessment whilst undertaking duties, and to observe/practice these principles at all times to maintain personal safety and that of colleagues.

19. As part of wider efforts by the University to provide an excellent student experience, to assist with reasonable requests from other teams and departments that may not form part of a traditional security function, as agreed and directed by Security management team.
20. To observe and fulfil all responsibilities in respect of Health & Safety legislation, GDPR, the Data Protection Act, Human Rights legislation, and sustainability protocols/procedures, and to work within Security's written Standard Operating Procedures, Guidance and Risk Assessments.
21. To undertake any other reasonable duties, commensurate with the grade, as requested.

Knowledge, Skills, and Behaviours (Essential)

- Experience of security operations or working within a security environment (Application/Interview).
- Experience of working in a customer focused environment (Application/Interview).
- Experience of diffusing potential disagreements in a non-confrontational manner (Application/Interview).
- Knowledge of legislation, including Health & Safety and Data Protection (Application/Interview).
- Valid First Aid Certificate (or a commitment to obtain) (Application/Interview).
- Driving licence (with no more than 3 penalty points and no unspent record of disqualification) (Application).
- Evidence of a basic level of literacy and numeracy (Application).
- Effective communicator with clear speech and interpersonal skills, and the ability to work well within a team (Application/Interview).
- Ability to prepare accurate reports and provide clear information (Application/Interview).
- Ability to carry out proactive patrols and remain calm in emergency situations (Application/Interview).
- Ability to use apps and other mobile communications, along with basic IT knowledge (Application/Interview).
- Ability to follow written and verbal procedures and maintain confidentiality (Application/Interview).

- Ability to empathise with staff, students and visitors and form an effective working relationship with young adults in a customer focused environment (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of crime prevention/intervention initiatives and of using security equipment (Application/Interview).
- Experience of working within a University (Application/Interview).
- Knowledge of working with a culturally diverse environment (Application/Interview).
- English and Maths GCSE or equivalent (Application).
- Holder of valid SIA security licence (Application).
- Awareness of various ways of dealing with unusual situations and the impact of different methods may have on the outcomes, and relevant training on security operations and diffusing confrontational situations (Application/Interview).
- Awareness of quality and environmental issues and an interest in service improvement (Application/Interview).