

Job Description

General Details	
Job title:	Team Leader – Campus Security
School/Service:	Estates and Commercial Services
Normal Workbase:	Stoke
Tenure:	Permanent
Hours/FTE:	37 hours per week
Grade/Salary:	Grade 5
Date Prepared:	October 2018

Job Purpose
Reporting to the Head of Facilities Management, you will lead the control team and be the subject matter expert in control and security across the estate, ensuring adequate levels of professional staffing are available 24/7/365 to ensure the built environment is safe, secure and monitored effectively.

Relationships
Reporting to: Head of Facilities Management
Responsible for: Security Officers

Main Activities
<ol style="list-style-type: none"> 1. To lead a team of Campus Security Officers, allocating duties to ensure all duties are carried out professionally, effectively and efficiently. 2. To manage and plan all departmental rotas, including the management of annual leave and sickness, timekeeping and attendance, keeping all systems up to date and accurate; ensuring that sufficient and appropriate levels of staffing are available to manage the business effectively 24/7/365 3. To ensure that your knowledge and the knowledge of the Security Officers on law, policies, standard operating procedures and organisational policies is kept current and up to date. 4. To manage the team in line with all organisational policies and standard operating procedures ensuring that any performance issues are raised and brought to the attention of the relevant manager 5. To ensure that all duties carried out by the Campus Security Team are done so in line with the

University's policies, Standard operating procedures and statutory requirements reviewing all standard operating procedures and records and updating them when required,

6. To liaise with the Head of Facilities Management on matters concerning Campus Security related incidents ensuring all Campus Security staff are fully communicated with using a variety of mediums including face to face, email, team briefings and handover briefings.
7. Efficient management of the rota, ensuring that an appropriate handover of shifts between teams is completed and that excellent communication takes place to allow all incoming team members to be fully briefed on reported/ongoing incidents, contractor and visitors on site and expected activities and events occurring across the University estate.
8. To manage all major and minor incidents, ensuring that the appropriate action is taken , recorded correctly and if appropriate escalated via the organisation resilience framework
9. Ensure that all team members adhere to the Service uniform standard and attend each shift with a smart professional appearance, ensuring that a full uniform is worn at all times.
10. Lead the team in the control and management of the carparks, ensuring that the organisational policy regarding Parking permits is adhered to. Control and prevent unauthorised parking and maintain clear access routes for emergency vehicles. Control the issue of temporary parking permits.
11. Be responsible for ensuring the team offer speedy and prompt responses to all calls for control assistance, however received and take appropriate action to resolve incidents and issues.
12. To respond promptly to all fire alarm calls, taking action to resolve alarms as quickly as possible with least disruption.
13. Maintain excellent fire awareness and practices, reporting any identified issues. And where necessary, leading and controlling the emergency evacuation of any building on University sites
14. To respond to calls for control assistance to deal with visitors who are being verbally or physically abusive, disruptive or committing a crime. Assess the situation and take appropriate action to resolve any situations, taking all relevant factors into consideration.
15. Manage site security patrolling to ensure that all areas of the University's estate have regular and recorded patrols
16. Be responsible for the access control of all university buildings, ensuring that the electronic system is correctly maintained and use the reporting functions of the system on a daily basis to identify and address issues.
17. Support staff and customers in ensuring that their control cards have correct access levels
18. To assist staff in all environments with managing people who present with challenging behaviour when required and in accordance with University policy and law.
19. To drive any University leased/hire vehicles and carry out driver servicing to maintain roadworthiness and ensure the cleanliness of any University leased/hired vehicle
20. Flexibility to work a shift rota which covers 24/7 throughout the year including bank holiday, weekends, evenings and night shifts
21. Manage and provide driver services for VIPs and visitors as required by the University
22. To undertake any other duties as may reasonably be required by the Head of Facilities Management

Special Conditions

Every member of our team makes a difference to our customer's experience. You will come across customers as you walk around our Estate and in every interaction you have throughout the working day; we rely on all of our staff to be diligent, helpful, kind and courteous to all our customers, colleagues and each other.

Please read this job description thoroughly before submitting your application. As well as meeting the essential

requirements of the person specification, be sure that you can demonstrate commitment to our values, teamwork, reliable attendance, dedication and the ability to show diligence, care and respect to our customers, visitors and colleagues.

This is a permanent full-time post working 37 hours over a 7-day week on a shift basis. There is a requirement to work on an agreed shift pattern, which includes weekends/ evenings/nights/bank holidays.

There could be a requirement to travel between University sites, which may be through the use of a car.

Professional Development

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

Person Specification

Job Title: Team Leader – Campus Security

School/Service: Estates and Commercial Services

The qualifications, experience, knowledge skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1	Accredited local security management specialist, or similar security management qualification, or willing to undertake training whilst in role	E	A/I
2	Demonstrable experience of control, security and risk management in a large organisation	E	A/I
3	Intermediate computer and keyboard skills with demonstrable experience in use of computerised fire safety, CCTV, automatic access systems	E	A/I
4	Demonstrable experience in leading and supervising a team	E	A/I
5	Knowledge and experience of a customer focussed working environment, with the awareness and ability to provide a high quality service at all times	E	A/I
6	Ability to communicate effectively at all levels in the organisation (written and verbal) and to maintain accurate written records. *	E	A/I
7	Experience of problem solving on own initiative and making key decisions under pressure, working within provided guidelines	E	A/I

8	Previous knowledge of CCTV systems, Fire alarms, access control, intruder alarm systems	E	A/I
9	Knowledge of law and offences relating to security	E	A/I
10	Proven experience of managing potentially volatile situations and dealing with conflict. Ability to receive, interpret and act on instructions quickly and effectively	E	A/I
11	Flexibility to work a shift rota which covers 24/7 throughout the year including bank holiday, weekends, evenings and night shifts	E	A/I
12	Good basic Education GCSE or equivalent	E	A/I
13	Full clean UK driving Licence	E	A/I
14	Previous training in control restraint and physical intervention skills	D	A/I
15	Lift evacuation training	D	A/I

*Key	
[A] Application form	To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'
[I] Interview	To be assessed during the interview process including selection tests or presentation, as appropriate