



Staffordshire University Services Ltd

Job Description

General Details

Job title:	Security Officer
School/Service:	Estates & Commercial Services
Normal Workbase:	Stoke
Tenure:	Permanent
Hours/FTE:	37 hours per week
Grade/Salary:	Grade 4
Date Prepared:	October 2018

Job Purpose

To act as a professional frontline contact to provide control, security, support and assistance in order to maintain a safe and secure environment. Actively work as part of a wider team to deliver a flexible and professional service that meets the varied demands of a large built environment which includes work spaces, accommodation, sports facilities and social venues

Relationships

Reporting to:	Team Leader – Campus Security
Responsible for:	N/A

Main Activities

1. Act as the frontline contact on a daily basis, play a key role in developing and fostering relationships with our customers, colleagues, visitors and external partners, in order to maintain a safe, secure environment on University campuses
2. Provide excellent support and assistance to a diverse range of customers, colleagues and visitors. Actively working as part of a wider team to deliver a first-class service
3. Manage and deal with situations and incidents in a respectful, diplomatic and professional manner.
4. Take responsibility for responding promptly to emergency situations, using personal judgement, guided by agreed procedures, to make decisions on appropriate action to be taken
5. Oversee the control and security of all buildings. Responding quickly to reported incidents, which often will include moving across campus quickly, climbing stairs and accessing all areas of buildings

- as a matter of urgency as well as securing and unlocking buildings at appropriate times
6. Assist with the safe evacuation of buildings and investigate the cause of alarms
 7. Ensure that appropriate health and safety regulations are adhered to across the campus including ensuring doors, stairways, entrances and exits are kept clear and that means of escape audits are undertaken on a weekly basis across the campus
 8. Update control access systems as required. Use and interrogate the access control system generating reports on status and ensuring that the system operates at optimum level.
 9. Escort vulnerable staff or students as requested ensuring professional standards are maintained
 10. Provide appropriate support and guidance to students and colleagues to ensure their safety and wellbeing
 11. Intervene as and when necessary to prevent or stop unacceptable behaviour and advise on potential conduct issues that may lead to student disciplinary investigations
 12. Assist with traffic flow – including parking directions, during events, busy periods or emergency situations. This may include positioning of cones, manual handling/lifting of barriers. Enforce the university parking permit policies and procedures in line with agreed procedures.
 13. Respond to calls for medical or emergency assistance across the campus and built environment
 14. Record accurately all incidents and occurrences, using sound judgement and escalating via the University Organisational resilience policy as required.
 15. Manage the storage, recording and disposal of Lost and found items as per policy
 16. Provide VIP driving duties as required at all times maintaining a professional appearance
 17. 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
 18. Role model to the wider team delivery of excellent customer care to customers, colleagues and visitors
 19. To Assist with event set up, portering and cleaning as required
 20. To undertake regular statutory checks as planned by the business, including but not limited to, Fire checks, emergency light checks, lift checks, defib checks
 21. Driving of company vehicles, reporting faults with vehicles, checking road worthy before each day etc
 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, although requests for part-time hours will be considered. There is a requirement to work on an agreed shift pattern, which includes nights, weekends and 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

Staffordshire University Services Ltd

Job Title: Campus Security Officer

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	SITO Qualification or SIA Certificate – or must be willing to undertake training whilst in post	E	A
2	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
3	Experience of working effectively as a member of a diverse team	E	A/I
4	Proven experience of managing potentially volatile situations and dealing with conflict	E	A/I
5	Excellent oral communication skills including the ability to clearly relay information in person and via a radio communication system*	E	A/I
6	Good written communication skills to provide clear incident reports	E	A/I
7	Proven ability to make decisions, appropriate to the situation, working within provided guidelines, and on own initiative	E	A/I
8	Work in an organised manner using own knowledge and expertise to deliver on time and to standard*	E	A/I
9	Ability to receive, interpret and act on instructions quickly and effectively. Resourceful when dealing with unexpected situations and emergencies	E	A/I
10	Demonstrable skills in observation and ability to appraise situations quickly and effectively	E	A/I
11	Willingness to maintain a smart appearance, wearing the uniform and equipment supplied by the University	E	I
12	Flexibility to work a shift rota which covers 24/7 throughout the year including Bank Holidays, weekends, evening and night shifts	E	I
13	Current certificate of competence in first Aid at Work issued by a training organisation that has been approved by the Health and Safety executive	D	A/I

14	Full clean UK driving Licence	D	A/I
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*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