

Job Description



Staffordshire University Services Ltd

Job title	Control Room Support Officer
School/Service	Estates & Commercial Services – Security Service
Normal Workbase	Stoke
Tenure	Permanent
Grade/Salary	Grade 4
FTE	37 hours per week/ 1.0 FTE
Date prepared	March 2021

Job Purpose

To act as a professional frontline contact to all security service customers. To provide administrative support to the Security SMT and wider security team, including management of the office environment, co-ordination of training, events and meetings, production of reports and maintenance of electronic records.

This role will be highly customer focussed, assisting with challenging and sensitive situations when appropriate. As such a high level of confidentiality and attention to detail is required at all times.

Relationships

Reporting to: Security Operations Manager

Responsible for: N/A

Main Activities

1. Act as the first point of contact for students, staff, contractors and visitors to the security office, with a key role fostering relationships across the wider organisation.
2. Provide excellent support and assistance to a wide range of customers from varying backgrounds, including extremely vulnerable persons.
3. Manage and deal with difficult situations in a calm, professional and respectful manner.
4. Assist with the management of the contractor sign in process including provision of electronic access control and specialist key access, ensuring accurate records are maintained at all times.
5. Administrative responsibility for all orders relating to consumables or projects for the security team and management, including credit card and purchase order processes.
6. Assist the Head of Security, Security Operations Manager and Security team leaders with administrative duties, including minute taking, letters, meeting arrangements, booking of courses and production of reports.

7. Maintain accurate records for the security team including training records to ensure we meet legislative requirements around SIA licencing, Health and safety etc.
8. Manage the administration of all security documentation (policies and procedures), to include control of periodic reviews and updates.
9. Manage the office environment, implementing new processes when required, to ensure the smooth running of the office and support function.
10. Attend meetings on behalf of the department both in an administrative role but also as a representative of the team in the absence of the management team.
11. To liaise with wider university departments and external organisations throughout project work and during day to day service delivery.
12. Provide support to the wider team during building evacuations, incidents and as required.
13. Responsibility for maintaining stock levels of consumables within the office.
14. Support the team with the overall management of the office including the CCTV, access control, radio and alarm systems, with the ability to manage the office alone.
15. Assist with the development and promotion of security information and awareness campaigns across the campus, as well as maintaining a security site on the university's intranet to ensure it is up to date and relevant at all times.
16. Be committed to the university's values and to positively contribute to providing an exceptional student experience.
17. The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.
18. To undertake other such responsibilities as may reasonably be required.

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 Monday – Friday, however requests for part time hours will be considered.

There is a requirement to work outside of these hours when required such as events, but this will be notified in advance. Flexibility is required.

The post is subject to maintaining an SIA CCTV licence and compliance with the appropriate codes of practice.

The role holder will be required to travel between sites from time to time in a cost-effective manner, 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

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

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.

Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact:

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.