

Job Description



Staffordshire University Services Ltd

Job title	Security Officer (Nights)
School/Service	Estates and Commercial Services
Normal Workbase	Stoke Campus
Tenure	Permanent
Grade/Salary	Grade 4
FTE	1 FTE
Date prepared	November 2021

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 workspaces, 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 Security

The role holder is required to minimise the environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.

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 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

You will be employed by Staffordshire University Services Limited.

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which recruits and provides both academic and professional support staff to the University. 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 Jason Cooper – jason.cooper@staffs.ac.uk

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.