

Job Description

General Details

Job title:	Campus Life Control Deputy Operations Manager (ECST/04)
Faculty/School/Service:	Campus and Operational Services (Control)
Normal Workbase:	Stoke
Tenure:	Permanent
Hours/FTE:	Full time working 37 hours per week
Grade/Salary:	Grade 6
Date Prepared:	March 2016

Job Purpose

To be a professional lead and subject matter expert in control and security across all of the University Estates.

The post holder will lead the wider team to deliver an environment that is safe and secure for customers, staff, visitors and the public

- To be the operational lead and line manager of the team that is responsible for; control of access and egress to the built estate, control and management of the Salto system, CCTV monitoring, traffic control, car parking management, fire safety systems control, critical incident management, Security and site patrolling services. To be the operational specialist in providing advice, support and assistance on matters relating to control systems and security management
- Uphold the department values of being **`Diligent, Kind and Excellent`** at all times, and act as a role model to others

Relationships

Reporting to:	Operations Manager – Campus Life Control
Responsible for:	Campus Life Control Team Leaders Campus Life Officers – Control & Security

Main Activities

- Line manage all Campus Control Team Leader day to day duties. Allocating all duties and ensuring they are carried out professionally, effectively and efficiently
- To ensure that all departmental rosters are appropriate and cost effective including the management of Annual leave and sickness, timekeeping and attendance keeping all systems up to date and accurate
- The post holder in conjunction with Operations Manager must ensure all staff under post holder's responsibility and their own knowledge on law, policies, standard operating procedures and organisational matters are kept current and up to date

- To manage staff in line with all organisational policies and standard operating procedures and all offences against the disciplinary policy are investigated and brought to the attention of the relevant manager, i.e. sickness and absences
- To ensure that all duties carried out by Control Team are done so in line with organisational policies, standard operating procedures and statutory requirements
- To review all departmental standard operating procedures and records regularly and updating them when required
- To liaise with Team Leaders managers on matters concerning security related incidents and ensure all Control staff are fully briefed and aware of all circumstances
- To oversee and manage incidents ensuring correct and appropriate action is taken
- To ensure that all incidents handled by the Control team are reported on the organisations Incident reporting system and the necessary managers are informed. When required Escalate issues according to the Organisational Resilience policy
- To identify when equipment needs replacing or repairing or stocks are running low, raising orders or arrangement for such replacements, repairs or stock to be replenished
- Ensuring all security staff support other departments and external agencies, operationally and by supplying information and statements where required
- Responsible for ensuring speedy and prompt responses to all calls for Control assistance, however received and take appropriate action to resolve incidents and issues
- To respond promptly to all fire alarm calls, taking action to resolve alarms as quickly as possible with least disruption. Maintain excellent fire awareness and practices, reporting any identified issues
- 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
- To assists and support where required all internal departments and external agencies, including but not limited to Police, Fire, Ambulance and other partner agencies
- To maintain and encourage good communication with all internal and external departments and form close affective working relationships
- To manage all duties relating to the car parks, these include, but are not limited to the duties of all other control staff, as well as overseeing the management and the issuing of PCN
- Ensure that daily face-to-face handovers at the beginning and end of each working day, ensuing all details and equipment are handed over to the next shift
- To ensure accurate records of all duties, occurrences and incidents are maintained by all Control staff to a competent and professional standard and are stored correctly on the shared drive. Review and monitor all incidents, actions and records made by the Control team
- Analyse statistical data extracted from electronic systems and data bases and present information in a variety of formats
- To lead, assist and support in the investigation of crimes, incidents and complaints, internally and externally. This includes but is not limited to; providing Organisational management or Police with statements and reports, securing crime scenes, protecting and gathering evidence
- To manage when required specialist duties, such as events security and organise patrolling.
- To support the Head of Campus and Operational Services and Campus Life Operations Manager when required, attending meetings, completing administrative tasks providing statistical reports and information upon request and any special duty requests
- Ensure robust and effective management by the team of Access Control, Intruder, Fire Alarm, CCTV and any other identified systems are functioning appropriately and the data protection act and Organisational policies

are applied and followed

- To report any defects, housekeeping or other problems found in the fabric of the buildings, which may cause a breach of safety to the Shared Services Helpdesk
- To be a part of the organizations command and control team during times of major incident as per the identified role. Making decisions autonomously on difficult issues working to tight and often changing timescales, which may require the role of control room contact during times of major incident
- The post holder must complete all training that is required to fulfil duties of post competency. The post holder will also complete any other training identified to the post holder's role such as SIA Training
- To identify training needs within the Control department and report any shortfall in training to the post holders line manager
- To provide a confidential and discreet service to all service users at all times
- Be able to fulfil the physical demands of the role subject to reasonable adjustments

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 on shift basis. There is a requirement to work on an agreed shift pattern, which includes weekends and/or evenings.

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

Variation to Job Description

Staffordshire University 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

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

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.

Please note that the University will not consider a Curriculum Vitae attached in support of your application and will not use this document in the shortlisting process. Consequently, 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.

The closing date is midnight on 4 May 2016