



## Job Description

<b>Job Title</b>	Security Team Leader – Nights
<b>School/Service/Institute</b>	Estates and Commercial Services
<b>Normal Workbase</b>	Stoke
<b>Tenure</b>	Permanent
<b>Grade/Salary</b>	Grade 5
<b>FTE/Hours</b>	1.0 FTE

### Job Purpose

Reporting to the Campus Security Manager (Nights), you will lead a night shift security team and be a subject matter expert in security across the estate, ensuring adequate levels of professional staffing are available across the night shift to ensure the built environment is safe, secure and monitored effectively

### Relationships

Reporting to:	Campus Security Manager -Nights
Responsible for:	Security Officers
Key working relationships:	Students, Colleagues and Campus Visitors

### Main Activities

- To lead a team of Campus Security Officers, allocating and managing tasks to ensure all duties are carried out professionally, effectively and efficiently. Primarily this will involve leading by example, motivating team members, recording and rewarding positive work, swiftly challenging and dealing with poor and unacceptable team member behaviour, and generally ensuring that all team members are contributing positively at all times to providing an exceptional student experience.
- To positively reinforce the culture, attitude and communications that are delivered by the senior management team, and to promote respect amongst the team for colleagues, staff, students and visitors to the University
- To assist where required with managing and planning team rotas, including the management of sickness, time in lieu, 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

- To ensure that your knowledge and the knowledge of the Campus Security Officers on law, policies, standard operating procedures and organisational policies is kept current and up to date.
- To effectively manage the team in line with all organisational policies, standard operating procedures, and expectations of the University in terms of delivering an exceptional student experience and safe campus. This includes ensuring that any performance issues are promptly dealt with and brought to the attention of the relevant manager
- 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. This includes reviewing all standard operating procedures and records, updating them when required and ensuring all security officers in the team maintain up to date knowledge of the procedures.
- To liaise confidently with the Campus Security Manager (Nights) where necessary on security related incidents, and to communicate effectively with Security Officers using a variety of mediums including face to face, email, team briefings and handover briefings.
- 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.
- To manage all major and minor incidents that occur during the shift, including making effective decisions, ensuring that the appropriate action is taken, recorded correctly and if appropriate escalated via the organisation resilience framework
- Ensure that all team members adhere to the Service uniform standard, which includes ensuring that full, clean and neatly presented uniform is always worn, and personal appearance of self and team members is smart and professional.
- Be able and willing to quickly master and competently use all technical aspects of the security control room, meaning the effective and diligent use of all security software applications, CCTV, radios, intruder/fire alarm monitoring and access control.
- 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.
- To respond promptly to all fire alarm calls, acting to resolve alarms as quickly as possible with least disruption.
- Maintain excellent fire awareness and practices, reporting any identified issues. Where necessary, leading and controlling the emergency evacuation of any building on University sites
- 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.
- Manage site security by patrolling to ensure that all areas of the University's estate have regular and recorded patrols

- 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 daily to identify and address issues.
- Support staff and customers in ensuring that their control cards have correct access levels
- To assist staff in all environments with managing people who present with challenging behaviour when required and in accordance with University policy and law.
- 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
- Flexibility to work a shift rota which covers 24/7 throughout the year including bank holiday, weekends, evenings and night shifts. This includes a requirement to work flexibly during peak times throughout the year (for example student intake, graduations, open days etc) as required, and the expectation that leave may be restricted during such times.
- To undertake any other duties as may reasonably be required by the Head of Campus Security
- To undertake appropriate professional development and mandatory training activities as identified or required (See Professional Development section).
- 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

### **Special Conditions**

Every member of our team is expected to make positive 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 over 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 University will support and encourage the postholder to engage in continuous professional development activities through the YOURCareer@Staffs framework. This

framework supports postholders to identify appropriate development opportunities. Continuing Professional Development (CPD) activity will be recognised by a bi-annual Performance and Development Review (PDR) discussion.

### **Variation to Job Description**

The 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 postholder 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.

### **Application Procedure**

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

We ask that all applicants ensure that they have provided comprehensive information under each criterion in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section. The University will use anonymous application forms for this role; however, we recognise that applicants may want to include additional information. If you choose to upload any supporting documents that contain identifiable data, your application will no longer be considered anonymous.