

Security Officer - Estates and Campus Services – Grade D (uplifted to 42 hours plus allowances for working outside the standard working range)

Job Description

Purpose

To provide a high quality, student and staff focused security service which complies with UCLan operating procedures and protocols as well as relevant legislation by carrying out regular, proactive patrols around the UCLan campus, providing a highly visible, reassuring and supportive presence to staff, students and visitors.

Duties

1. To assist the Security Supervisor in ensuring that the University campus is as safe and secure as possible at all times.
2. To provide a rapid and professional response to incidents, emergencies (including First Aid), and evacuations in accordance with standard operating procedures and protocols, as directed by the Security Supervisor.
3. To provide proactive and high visibility patrols around the campus including Halls of Residence and student routes, engaging with staff and students, providing routine information, directions and responses to requests for assistance where relevant.
4. To communicate clearly with the Security Control Room and colleagues face-to-face, via radio, telephone or in writing, providing relevant information and updates on incidents where needed.
5. To ensure and maintain professional standards across all aspects of the role thereby contributing to staff, student and visitor satisfaction with the Service.
6. To ensure, where needed, that incident reports are accurately raised with supporting evidence included as required along with the rationale for any decisions or action taken.
7. To make secure or provide access to buildings, as set out in the operating procedures and Service Level Agreements and to assist other departmental services as required.
8. To take an active role in crime prevention initiatives and incident follow up to ensure the safety and security of the campus, its staff, students and visitors.
9. To work as a member of a team, participate in regular team meetings and attend regular planned training sessions.
10. To wear uniform, as provided, and be of a smart appearance at all times, ensuring that issued items of equipment are available for use whilst on patrol.
11. To observe and fulfil all responsibilities in respect of Health & Safety legislation, the Data Protection Act and Human Rights, and to work within Security's written Standard Operating Procedures, Guidance and Risk Assessments.
12. To undertake any other reasonable duties, commensurate with the grade, as requested.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of security operations team or working within a security type environment (Application/Interview).
- Experience of diffusing potential disagreements in a non-confrontational manner, whilst utilising effective interpersonal skills (Application/Interview).
- Driving licence (with no more than 3 penalty points and no unspent record of disqualification) (Application).
- Holder of valid First Aid Certificate (or show commitment to obtain such) (Application/Interview).
- Literacy, numeracy and basic IT skills and an effective communicator with clear speech and the ability to remain calm in emergency situations (Application/Interview).
- Ability to behave tactfully and diplomatically and maintain confidentiality with the ability to empathise with staff, students and visitors, with the ability to form an effective working relationship with young adults in a customer-focused environment (Application/Interview).
- Ability to carry out proactive patrols, physically fit and healthy in compliance with Legislation, e.g., Working Time Regulations, H&S Issues and able to undergo annual health surveillance (Application/Interview).
- To wear uniform as provided and be of smart appearance at all times
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of crime prevention/intervention initiatives (Application/Interview).
- Experience of working within a university and knowledge of working within a culturally diverse environment (Application/Interview).
- Experience of using security equipment and the ability to prepare accurate reports and provide clear information (Application/Interview).
- English and Maths GCSE or equivalent (Application).
- Holder of valid SIA security licence (Application).
- Knowledge of Legislation, e.g. Health & Safety, Data protection etc (Application/Interview).
- Awareness of various ways of dealing with unusual situations and the impact of different methods may have on the outcome (Application/Interview).
- Awareness of quality and environmental issues (Application/Interview).