

Job Description

Position:	Security Officer
Reference:	UoBS-005/P
Pay rate:	£10.90 per hour
Status:	Permanent
Hours:	To work in a 24/7 operation, 5/7 days and nights on a shift rota as part of a team of supervisors.
Reporting to:	Security Supervisor

Main Function of the Position:

To provide security service to University of Bolton involving security patrols, safety of all staff, students and visitors, control room operation and fire safety. To provide a professional, courteous and friendly face of security to students, staff and visitors. The role holder will offer a proactive and comprehensive customer focused service that prioritises the safety of all campus users, University buildings and assets. This is a customer facing role on campus that is responsible for ensuring that we offer a welcoming, safe and secure campus to all campus users.

You will be approachable, vigilant, visible and have great interpersonal and customer service skills in prioritising the safety of our students.

Principal Duties and Responsibilities:

- To work proactively as part of the University's Security team in a flexible manner to facilitate the smooth running of the University's day to day business on the campus
- To ensure the protection of life (to manage risk and Dangerous or Hazardous situations, Emergency situations).
- To carry out patrols as required.
- To operate control room as required.
- To Protect all University Buildings and Assets
- To identify potential threats (theft, terrorist or other) to the University and keep management informed of Prevent or Safeguarding concerns.
- To work on a rota basis as required.

- To act as first responder during fire activation.
- To monitor and authorise access to site, assisting students, staff & authorised visitors where necessary.
- To ensure that all visitors to the buildings show the relevant identification protecting the unauthorised removal of University assets.
- To control, monitor and authorise the entrance and departure of vehicles on site providing reasonable protection from damage and theft.
- To conduct internal and external patrols of the university including checking for intruders, suspicious packages and damage and to act as a deterrent.
- Be fully conversant with the Emergency, Health and Safety, Fire and Security alarm systems and procedures, investigating disturbances and assisting in the evacuation of premises when required, liaising with emergency services accordingly and dealing with potentially dangerous situations.
- To carry out regular checks on all areas ensuring the buildings and equipment are secure and to report any suspicious events and carry out searches as required.
- Promote a positive image of the University at all times
- To assist in any security investigation
- To lock and unlock buildings and compounds as instructed and in accordance with regular routine checks.
- To react appropriately to ad hoc and out of hours requests for access as well as support with investigations.
- To respond to major incident investigations, setting up control centres where necessary, controlling the access to buildings/sites through the opening/closing of buildings and placement of signage To maintain records of staff and visitor access and advise of rule infractions, appropriately challenge individuals & take reasonable actions where necessary.
- To operate and monitor CCTV and door access systems and to initiate the appropriate action to incidents
- To carry out general security duties throughout the campus as a reasonable request
- To work to a high standard against agreed timescales with limited supervision.
 - Deal with a range of challenging situations, enquiries, and complaints in a calm, polite and professional manner, providing solutions where possible.

- Provide first line support to customers who may be in distress, and appropriately signpost to University services and external agencies.
- To carry out the Prevent strategy of the University and the Counter-Terrorism and Security Act 2015 on specified authorities, to have due regard to the need to prevent people from being drawn into terrorism.
- Promote excellent safeguarding, wellbeing, and emergency support as required for vulnerable students/staff and visitors.
- To treat with Complete Confidentiality all intelligence, data and other information appertaining to the University.
- To carry out searches and patrols in female or male changing rooms/toilets depending on sex.
- To promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.
- To raise to the attention of first aider as required.
- To always be dressed smartly in the university provided uniform.
- To have a flexible approach and work with different teams on different sites within the University.
- To promote good working relationships with all University staff, students and the general public.
- To work in accordance with all University Facilities Services Policies and procedures.
- To bring to the attention of managers any matters relating to the health and safety of students, staff and visitors.
- To support the aims and objectives of the University and the Facilities Services Department.
- To engage with the University's commitment to deliver value for money services that optimise the use of resources by maintaining a cost-conscious approach when undertaking all duties and aspects of the role.
- To perform any other duties appropriate to the grade as may be required by the Security & Safety Manager or Director of Facilities

Note:

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise. Employees are obliged to undertake other reasonable duties over and above those listed in the job description

It is the company's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes where appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance.

Person Specification

Position:		Reference:	
School/Service:		Priority	
Criteria		(1/2)	Method of Assessment
1	Qualifications		
1 a)	A full UK driving licence	1	Application Form / Documentation
1 b)	A SIA Manned Guarding/Door Supervisors licence or willingness to complete within dedicated timescales	1	Application Form / Documentation
1 c)	Good standard of English, Literacy and numeracy	1	Application Form / Documentation
2	Skills / Knowledge		
2 a)	Understanding of Health and Safety issues and safe methods of working	1	Application Form / Interview
2 b)	Knowledge of Incident Management	2	Application Form / Interview
2c)	Good communication skills with the ability to deal with a variety of customer needs	1	Interview
2 d)	An awareness of the need for confidentiality and the handling of sensitive information	1	Application Form / Interview
2 e)	Knowledge of the requirements of working in a diverse environment	1	Application Form / Interview
2 f)	A keen eye for detail and excellent observational skills	1	Application Form / Interview
2 g)	A pro-active, friendly, helpful, professional and approachable manner	1	Application Form / Interview
2 h)	The ability to recognise and work in or with sensitive and confidential situations and information	1	Application Form / Interview
2 i)	A positive, dedicated and flexible approach to work with a willingness to learn	1	Application Form / Interview
2 j)	Able to work on rota system as required	1	Application Form / Interview
2 k)	The ability to work outside in all weathers	1	Application Form / Interview
2 l)	Great interpersonal skills to support the way we engage with our diverse internal and external community and become more inclusive	1	Application Form / Interview
2 m)	The ability to produce Incident Reports to A standard. Training to be provided.	1	Application Form / Assessment
3	Experience		
3 a)	Experience of working in a customer focussed environment (not restricted to Security roles)	2	Application Form / Interview
3 b)	Knowledge of radio procedures and the phonetic alphabet. Training will be provided.	2	Application Form / Interview
3 c)	Experience of dealing with challenging situations in a professional manner	1	Application Form / Interview

3 d)	Experience of emergency evacuation procedures. Training will be provided.	2	Application Form / Interview
4	Personal Qualities		
4 a)	The ability to remain calm and reliable under pressure	1	Interview
4 b)	The ability to work on own initiative and/or as a team	1	Interview
4 c)	The ability to interact positively with a wide variety of people at all levels	1	Interview
5	Other		
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent and the Bribery Act	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Available to work flexible and travel as appropriate in order to meet the needs of the services	1	Interview
5 e)	Prepared to work outside in all weathers	1	Application Form / Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current