

Job Description

Position Details	
Faculty/Directorate	Estates, Facilities and Capital Development
School/Department	Estates
Team	Security
Job Title	Campus Security Officer
Grade	3
Hours of Work	Shift Pattern of rotating 12-hour shifts working 4 on and 4 off (days and nights)
Contract Duration (Perm/Fixed Term)	Permanent
Reports To (Job Title)	Security Duty Manager
Responsible For (Job Title)	N/A

Principal Accountabilities
<p>The role holder will provide a comprehensive security service for the people and property of the University.</p> <p>They will ensure safe and secure campuses and car parking areas by being vigilant and visible at all times.</p> <p>Through a delivery of strong customer service, create a safe and welcoming environment for all staff, students and visitors</p>

Key Tasks
<p><i>Security Duties</i></p> <p>Patrol all designated areas of the University, in all weather conditions, to prevent and detect signs of intrusion and ensure the security of doors, windows, and gates.</p> <p>Ensure that all visitors to the building show the relevant identification, bprotecting the physical assets of the University..</p>

Monitor and authorise the entrance and departure of staff, students, visitors and contractors, guarding against theft, and maintaining the security of the University.

Advise individuals of rule infractions or violations, appropriately challenge individuals, taking reasonable action when necessary.

Respond to major incident investigations, setting up control centres where necessary, controlling the access to buildings/sites through the opening/closing of departments and faculties and placement of signage.

Provide crime prevention awareness training to our customers, participate in security stalls and assist as directed in any investigations.

Co-ordinate and co-operate with contracted security, when required, by providing instructions and guidance to ensure that they are acting in the best interests of the University.

Open, close (lock and unlock), secure and alarm University buildings and car parks, including the operation of traffic barriers and the placement of temporary traffic barriers when needed.

Operate and monitor control room devices, such as CCTV, alarm panels and access control systems.

Collect cash payments and act as an escort for the transfer of University cash in all weather conditions.

Carry out basic checks to fire fighting equipment (extinguishers, fire blankets, emergency lighting, fire alarm tests) across all buildings.

To be the first point of contact for evacuations and carry out the investigation and delay procedure for fire alarms and evacuations in all buildings.

To act as the fire co-ordinator for all buildings outside of normal working hours.

To provide a reception presence as and when required.

Customer Experience

Promote a positive image of the University at all times.

Deal with a range of challenging situations, enquiries, and complaints in a calm, polite and professional manner, providing solutions where possible.

Answer telephone calls to take messages, answer questions, and generally provide information, providing clear handovers between shifts.

Provide first line support to customers who may be in distress, and appropriately signpost to University services and external agencies.

Provide a high standard of customer service at all times.

Health & Safety

Identify and report potential hazardous situations, damages, breakages and repair issues, taking preventative action or minor repairs as authorised.

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.

Have a clean and tidy appearance and wear uniform and protective clothing as issued.

Identify the correct equipment for relevant tasks.

Working Practices & Procedures

Comply with all University policies and procedures and adhering to work schedules as issued and any other related tasks as required.

Be flexible in approach and to work across operational boundaries as reasonably requested.

Complete accurate records as required by the department.

Dependent on location, drive University vehicles both on and off campus when required.

Complete standard reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorised persons, or unusual occurrences.

Team & Personal Development

Complete mandatory training in line with Departmental and University requirements, and act as a role model to colleagues.

Participate in further training, staff meetings and departmental communication sessions which will help keep individuals informed and as such help to achieve the required standards across LRIS.

Assist in the delivery of induction training to staff within the designated area.

Special Features

The role requires you to be flexible in your approach on a day to day basis, in order to deal with all operational requirements and support the team.

There is the requirement to work different or extended hours, with adequate notice and recompense in line with University policy, working a shift pattern which may include evenings and weekends.

Appointment to this post is subject to the completion of satisfactory security clearance (Please note that due to the nature of this position, we will require a checkable work history)..

Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Good communication skills with the ability to deal effectively with a variety of individuals.	E
		1.2	The ability to be confident, calm and reliable under pressure.	E
		1.3	Ability to work under own initiative and as a member of a team.	E
		1.4	Ability to demonstrate high levels of customer service at all times.	E
		1.5	Ability to keep accurate records and input data using the appropriate software packages and computer systems.	E
		1.6	Ability to carry out duties as outlined in the Job Description which include bending, walking, pushing, lifting, climbing stairs, and handling equipment.	E
		1.7	Ability to interact positively with a wide variety of people at all levels.	E
		1.8	Demonstrate empathy with a diverse range of customers.	E
2	General & Specialist Knowledge	2.1	An awareness of the need for confidentiality, together with the ability to deal with sensitive and emotive issues.	E
		2.2	Demonstrate knowledge of legislation relating to security.	E
		2.3	An understanding of good customer care and quality service.	E
		2.4	Knowledge of the requirements for working within a diverse organisation.	E
		2.5	An understanding of the need for safe working practices..	E

3	Education & Training	3.1	Competent level of literacy and numeracy required.	E
		3.2	First Aid/Fire Qualification or willingness to achieve one.	E
4	Relevant Experience	4.1	Experience of working in a customer focussed environment.	E
		4.2	Experience of dealing with challenging situations, as well as telephone and face-to-face enquiries in a professional manner.	E
		4.3	Experience of security and fire alarm and emergency evacuation procedures.	D
5	Special Requirements	5.1	Should possess a clean, current UK driving licence and be able to drive University vehicles. (To drive University vehicles, individuals must be a minimum of 21 years old).	E
		5.2	Willingness to work outside normal working hours and be on 24/7 standby as part of the emergency implementation procedures, when required.	E
Date of Revision			November 2018	