

THE UNIVERSITY OF MANCHESTER

PARTICULARS OF APPOINTMENT

PROFESSIONAL SERVICES

DIRECTORATE OF ESTATES AND FACILITIES

CAMPUS SUPPORT AND SECURITY OFFICER

VACANCY REF: PSX-025364

Salary:	Grade 3 £24,248 to £25,742 per annum, depending on experience, plus 18% shift allowance of £5,118.42 and a contractual rota payment of £7,878.78
Hours:	42 hours per week
Duration:	Permanent
Location:	Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Victoria Higham, Security Services Administrator

Email: Victoria.Higham@manchester.ac.uk

Overall Purpose of the Job

Responsible for providing a safe, secure and welcoming environment for staff, students and visitors of the University to the highest attainable standards, whilst supporting and contributing towards the overall Estates & Facilities (E&F) service aims as applicable to the role, and in particular to the Campus Support and Security Services operation.

- Assisting and supporting staff, students and visitors across The University Estate where personal safety, security, advice and guidance may be required, to the agreed professional standards, processes and protocols.
- Undertaking responsibility for being the first point of contact for staff, students and visitors across campus, providing all manner of hospitable assistance to those who require, for e.g. – signposting locations or personal reassurance, advice & support.
- Participating alongside and supporting security colleagues in the provision of a security service in line with University processes and protocols, for the attainment of agreed team performance and service level targets.

Key Responsibilities, Accountabilities and Duties

Operational

1. *Carry out patrols within buildings and outdoor spaces across The University Estate, and act as a first point of contact providing customer-focussed security, safety and welfare assistance to its staff, students and visitors.*
2. *Undertake the operating of CCTV monitoring and other control room systems for monitoring the security of buildings and safety of people across The University Estate.*
3. *Respond to and, deal with all security related incidents, including maintaining public order as required, taking any necessary and appropriate action in line with Security Services operating protocols and agreed service standards.*
4. *Detain offenders in accordance with legislation and the policies of the University, attending court to give evidence in relation to incidents when required.*
5. *Liaise with emergency services regarding incidents, preparing and submitting concise and factual reports as required.*
6. *Undertake Security and Personal Safety talks with staff and students under the guidance, support and direction of senior Security Services post-holders.*
7. *Assist University colleagues with controlling access to buildings and car parks as required.*
8. *Administer emergency first aid to others as and when required within the course of undertaking duties.*
9. *Undertake driving duties in a designated Security Services or other University vehicle, in order to attend patrol duties or incidents as required.*
10. *Undertake variable planned and unplanned security-related tasks as they may arise as detailed, guided and supported by senior Security Services post-holders.*
11. *Adhere to Health & Safety requirements as applicable to role, in line with up-to-date legal compliance and best practice in line with the Directorate's policy and procedures.*
12. *Assist and support the continual improvement and effectiveness of security services, in line with agreed Key Performance Indicators (KPIs) targets, under the guidance and support of senior post-holders.*
13. *Uphold and by example comply at all times with Security Service-agreed operating procedures and standards of service delivery, liaising with colleagues and senior post-holders as necessary for applying best practice approaches to both known and unforeseen challenges within the scope of the role.*
14. *Work & liaise constructively & supportively with all other Directorate and University colleagues & departments in the interests of contributing to an effectively professional in pursuit of The University's goals, continually building strong working relationships, mutual understanding and unity of skills and effort.*
15. *Assist or work across the operational boundaries implicit to the role as and when reasonably requested, in-keeping with mutually required good will and support for colleagues and departments across the University and/or with personal or role development opportunities.*

Development

16. *Liaise with E&F and other University colleagues* towards the continuous development and improvement of Security operations and services, and the attainment of its Key Performance Indicators (KPIs).
17. *Support a 'continuous improvement' ethos* where applicable, within day to day work activity or agreed initiatives and activities, in relation to both the Security function and across the Directorate
18. *Participation in learning, training and other personal development /enhancing knowledge & skills*, and duly applying/adapting to agreed best practice in the undertaking of duties.

General

19. *Ensure that all personal actions are in line with the overall environmental aims of The University of Manchester*, undertaking all tasks in an environmentally sustainable manner - promoting environmental sustainability where opportune.
20. *Adhere to and support University policies, procedures and requirements* including those relating to Health & Safety, Equality Diversity and Inclusion, and Information Governance.

Essential Attributes and Requirements:

- Professional skills knowledge and abilities to fully undertake the requirements of the post, gained through relevant industry experience
- Ability to undertake full duties whilst wearing 5 to 10 kilo body-worn armour (based upon individual height and weight), whilst undertaking all related duties, including circa 3 hour foot patrols across University premises
- Excellent verbal communication skills
- Ability to produce clear, accurate and concise written documentation in relation to the requirements of the role
- IT literate with a good understanding of Security –relevant software systems and processes
- Demonstrable knowledge and skills of leading customer service excellence, including sound customer liaison skills, on a similar scope and scale
- Skills, knowledge and ability to undertake dynamic risk assessments, along with health & safety awareness and abilities in line with up-to-date legal compliance, as applicable to role
- Full UK Driving Licence
- Evidence of readily accepting individual accountability and effective use of initiative as a norm, whilst also working positively within a team
- Ability to manage and prioritise own workload in meeting requirements/deadlines on a similar scope and scale

Desirable Attributes and Requirements

- Relevant Security qualification and the CCTV Public Space Surveillance certificate or equivalent along with demonstrable professional skills and knowledge to the requirements of the post gained through relevant industry experience
- A current, sound knowledge and awareness of the key issues affecting higher education, including those pertinent and particular to this role and its organisational environment
- Valid First Aid at Work qualification
- Awareness of environmental sustainability as it applies to the activities of a workplace and its employees
- Awareness of Equality Diversity and Inclusion and Information Governance as applicable to the workplace and its employees