

OUR REWARD PRACTICES/ JOB DESCRIPTION:

Security Officer / Control Room Operator

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| Generic role title: | Security Officer/ Control Room Operator |
| Job family: | Operational |
| Reference number: | EST-015-19 |
| Grade: | Grade 3 |
| Salary Scale: | £17,408 - £19,202 plus £3637 Shift Allowance per annum (pro rata for part time) |
| School/Department: | Estates/Campus Security |
| Location: | University of Kent, Multi-campus |
| Line manager: | Deputy Head of Security or their nominee |
| Immediate line reports: | N/A |
| Closing date for applications: | 01 September 2019 |
| Interviews expected to be held on: | 09 September 2019 |
| Anticipated start date: | 23 September 2019 |

Job purpose

1. To provide a first-class security service, to students, staff and visitors on the university campuses, in order to maintain a safe and secure environment, preventing crime and disorder, and keeping staff and students safe from harm.
2. To provide support to students during personal emergency and crisis situations, keeping them safe at such times, and ensuring that partner agencies (internal and external) receive appropriate referrals to further enhance their well-being.

Key accountabilities

This section details the main accountabilities (or responsibilities) of the job, together with a selection of indicative duties. Other duties, commensurate with the grading of the post, may also be assigned from time to time.



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| 1. | Maintain a safe and secure environment across the University campuses for students, staff and visitors to maximise their safety and security, and to prevent crime and disorder. | <i>Frequency</i> |
| | | Daily |
| Example duties: | | |
| 1.1 | Maintaining an approachable, helpful and professional, customer focussed service provision at all times. Dealing with situations in a respectful, diplomatic but authoritative manner, ensuring consideration of equality and diversity issues. | |
| 1.2 | Carry out continual foot and vehicular patrols throughout the university estate to provide a visible security presence and respond to any general queries. | |
| 1.3 | Escort vulnerable students and/or staff as requested (Walking Taxi) within campus boundaries, ensuring professional standards are maintained. | |
| 1.4 | Intervene as and when necessary to prevent or stop unacceptable behaviour and advice on potential conduct issues. | |
| 2. | Respond to emergency situations and daily security operations, support students, staff and visitors through monitoring, investigating, and reporting as appropriate, irregular or suspicious activity across the University campuses to effectively resolve the situation or incident. | <i>Frequency</i> |
| | | Daily |
| Example duties: | | |
| 2.1 | Provide cover in the Security Control Room when required. Respond to emergency calls, security incidents and building/engineering problems following written operational procedures and keeping audio and written records. | |
| 2.2 | Operate the campus CCTV surveillance system in line with appropriate guidelines and GDPR data protection principles. | |
| 2.3 | Identify suspicious persons, actions and incidents maintaining video, digital and written records and making verbal reports, monitor plant and building status, fire and security alarms and respond in accordance with documented procedures | |
| 2.4 | Attend in person at the Campus Security Reception in the absence of the Receptionist dealing politely and effectively with student, staff and visitor queries, relating to building access, lost and found property and personal security issues. | |
| 3. | Take responsibility for responding promptly to, and assessing emergency situations, using personal judgement, guided by agreed security procedures, to make decisions & appropriate actions to keep students, staff and visitors safe. | <i>Frequency</i> |
| | | Daily |
| Example duties: | | |
| 3.1 | Respond to calls for assistance from students, staff and visitors who have raised an alert via the SafeZone application, phone, or in person, risk assessing the situation and responding appropriately. | |

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| 3.2 | Responding to reported incidents, which often includes moving across campus quickly, (running, climbing stairs, accessing all areas of the buildings as a matter of urgency), as well as securing and unlocking buildings at appropriate times. | |
| 3.3 | Seize controlled drugs discovered on individuals or in premises on campus within the confines of legislation ensuring appropriate handling, packaging, and disposal procedures are followed. | |
| 3.4 | Liaise as necessary with the emergency services. | |
| 4. | Provide a first response to vulnerable students suffering personal emergencies or mental health crises, dynamically risk assessing each situation and providing support until professional or supervisory advice is received, in order to keep the student safe from harm. | <i>Frequency</i> Daily |
| <i>Example duties:</i> | | |
| 4.1 | Liaise as necessary with the emergency services and other internal/external agencies to provide appropriate support to students. | |
| 4.2 | Conduct regular welfare checks, as requested by senior university staff, to ensure the safety of vulnerable students. | |
| 4.3 | Complete relevant records in order that appropriate information is referred to other agencies (Well-being team etc.) to facilitate/provide additional support to students. | |
| 5. | Act as first aid first responder for all medical calls for assistance on the university campuses, and as and fire alarm first responder for all university buildings, assessing the risk and situation and directing staff to maximise the safety to the university community. | <i>Frequency</i> Daily |
| <i>Example duties:</i> | | |
| 5.1 | Assist with the evacuation of buildings, and investigate the cause of fire alarm signals as directed the Supervisor, in order to keep people safe. | |
| 5.2 | Attend first aid/medical calls for assistance and administer first aid, assessing risk and the need for medical professionals where required and arranging for their attendance when necessary. | |
| 5.3 | Assess injured/ill students/staff/visitors and escort to the medical centre/nursing services, if further treatment or assessment is required. | |
| 5.4 | Ensure Health and Safety regulations are adhered to across campus, including ensuring doors, stairways etc. are kept clear for safe entry/exit and smoking is undertaken only in permitted areas. | |
| | | <i>Frequency</i> |

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| 6. | Support the Hospitality/Estates Department by providing a service, including an 'out of hours' problem-solving service, for commercial activity and conferences/events to effectively meet customers' expectations and maintain the university's commercial reputation. | Daily |
| Example duties: | | |
| 6.1 | Undertake first response attendance for out of hour's maintenance issues to report back to the control room. | |
| 6.2 | Resolve out of hours accommodation and hospitality issues relating to commercial bookings for accommodation/ conference facilities/ guests. Please note there are currently no accommodation duties on the Medway Campus. | |
| 6.3 | Provide a security service for University events held at locations on and off the campuses. | |
| 6.4 | Issue keys to authorised personnel (contractors/visitors) maintaining an appropriate register. | |
| 7. | Complete departmental administration (written logs and IT databases) and operate departmental equipment (radios, phones etc.) in order that all records are maintained to a satisfactory standard and all equipment is correctly used and stored. | <i>Frequency</i> Daily |
| Example duties: | | |
| 7.1 | Completion of log sheets and other written/computerised records during each duty shift as required, including maintaining records of lost property and subsequently return to the owner on proof of identity, and other relevant security documentation. | |
| 7.2 | Operate remote IT/Data/Visual equipment (SafeZone smart phone, Body worn video, traffic enforcement device, etc.) whilst on patrol and complete relevant logs for such devices and their use. | |
| 7.3 | Monitoring of University email account for team communications and use of online systems for annual leave requests. Further IT requirements may become necessary at the request of management, i.e. incident management system. | |
| 7.4 | Issue/receive relevant communications equipment (radios and body worn cameras) to/from the Security Team, doing daily uploads from these in line with GDPR data protection principles. | |
| 8. | Provide enforcement activities to maintain the University Traffic Management Regulations, including during special one-off events, to ensure that the university community are able to move freely and safely around the campus. | <i>Frequency</i> Daily |
| Example duties: | | |
| 8.1 | Issuing of Excess Charge Notices to vehicles, in line with agreed procedures and assist with emptying Pay and Display machines. | |

- 8.2 Assist with traffic flow (including parking directions) during events, busy periods or emergency accident situations. This may include positioning traffic cones, manual handling/lifting of barriers etc.

Internal & external relationships

This section indicates with whom the job holder comes into contact and liaises/communicates with on a regular basis, and for what purpose.

- Internal:** Communication will occur on a regular basis at all levels within the organisation, including security colleagues, students and visitors (both UK and International) and other University staff. This is very reactive and dependant on demand and incident type, as well as during general patrol whilst engaging with the university community to provide a visible and reassuring presence.
- External:** Kent Police, Fire Brigade and Ambulance representatives, contractors on site, service providers, and parents of students (both UK and International), conference guests and the general public. Information sharing during security incidents or general security administration duties (i.e. issuing keys).

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Prolonged physical/manual work/Manual handling (inc. human beings)
- Exposure to animals
- Vocational driving on & off campus (includes use of cars, vans, ride-on mowers, buggies)
- Night work (at least 3 hours between midnight and 5am) and/or Shift work
- Prolonged weather hazard exposure – wind/rain/snow/pollen/UV & sun
- Working in isolation
- Conflict resolution
- Contact with Human fluids (blood, saliva etc.)

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

| Qualifications / training | Essential | Desirable | Assessed via* |
|---|-----------|-----------|---------------|
| Good standard of literacy and numeracy which may be evidence by GCSE Grade C / Level 4 (minimum) English and Maths or equivalent. | ✓ | | A |
| Current Door Supervisor Course & Public Space Surveillance certificate issued by a training body accredited by the Security Industry Authority. | | ✓ | A |
| Current certificate of competence in First Aid at Work issued by a training organisation that has been | ✓ | | A |

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| approved by the Health & Safety Executive or willingness to undertake training. ¹ | | | |
| Have had training in Mental Health First Aid or be willing to undertake training. | ✓ | | A |
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| Knowledge, skills and experience | Essential | Desirable | Assessed via* |
| Excellent oral communication skills and good listening skills (including the ability to clearly relay information in person and via a radio communication system). | ✓ | | I |
| Excellent written communication skills to effectively provide clear incident reports. | ✓ | | A |
| Proven ability to make decisions, appropriate to the situation, working within provided guidelines. | ✓ | | I |
| Ability and willingness to work flexibly, to make a positive contribution within an established team. | ✓ | | I |
| Be able to demonstrate ability to meet the physical requirements of the role in order to perform patrolling and emergency response duties. | ✓ | | A/I |
| Ability to work alone or as part of a team as appropriate and lead by example. | ✓ | | A/I |
| Ability to receive, interpret and act on instructions quickly and effectively. | ✓ | | A/I |
| Demonstrable skills in observation and ability to appraise situations quickly and effectively. | ✓ | | A/I |
| Good standard of IT skills (use of email and online leave booking system will be required). | ✓ | | A |
| The ability to build and maintain good working relationships with staff, students, contractors and visitors. | ✓ | | A |
| Knowledge and experience of a customer focussed working environment, with the awareness and the ability to provide a high quality service at all times. | ✓ | | A/I |
| Previous experience of working as a member of a diverse team. | ✓ | | A |

¹ First Aid at Work training will be made available to candidates who, at interview, meet all other requirements for the post but do not hold the relevant certificate. Gaining the certificate of competence and keeping this current by attending refresher courses and passing further examinations at intervals laid down by the HSE is essential to remain in post.

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| Proven experience of managing potentially volatile situations and dealing with conflict. | ✓ | | A/I |
| Experience of working in a similar or related security environment. | | ✓ | A/I |
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| Additional attributes | Essential | Desirable | Assessed via* |
| Ability to undertake the physical tasks and manual handling duties as described in key duties. | ✓ | | I |
| Flexibility to work a shift rota which covers 24/7 throughout the year (including the Christmas period, Bank holidays, weekends, evenings and night shifts). | ✓ | | I |
| Awareness of Equality and Diversity issues and the ability to work with sensitivity to the needs of a multi-cultural environment. | ✓ | | I |
| Resourcefulness when dealing with unexpected situations and emergencies. | ✓ | | I |
| Willingness and ability to maintain a smart appearance, wearing the uniform and equipment supplied by the University. | ✓ | | I |
| Approachable, professional courteous and efficient manner. | ✓ | | I |
| Willingness to volunteer for overtime when possible, in order to meet changing service requirements. | | ✓ | I |
| Current full UK driving licence. | ✓ | | A |

*Criterion to be assessed via:

A = application form or CV/cover letter

I = interview questions

T = test or presentation at interview