

Job Description

Security Officer

Salary:	Grade 3
Contract:	Full time, ongoing, shift rota
Location:	Primarily Medway Campus, with travel to Canterbury Campus
Responsible to:	Security Duty Managers or nominee
Job family:	Operational

Job purpose

To undertake security activities to contribute to the consistent delivery of a first-class security service provided by the University, in order to maintain a safe and secure environment, prevent crime and anti-social behaviour and keep students, staff, contractors and visitors safe from harm.

To achieve this by proactively responding to threats, risks and harm, which includes understanding University incident command and by engaging with debriefing including for continuous improvement purposes, executing daily operational security tasks, escalating appropriately and working to best practice standards.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Efficiently respond to the changing security requirements for the University campuses and to any potential or actual threat, risk or harm incidents or situations. To follow 'Incident Co-ordinator' directions as part of the security response to incidents, emergencies, Major Incidents etc. and undertake daily security operations, including within the Security Control Room as required, to maintain a safe and secure environment for staff, students and visitors. To 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.
- Respond to vulnerable students suffering personal or mental health crises (including self-harm, suicidal thoughts or intentions, depression, and other psychological conditions), dynamically risk assessing each situation until professional or supervisory advice is received, in order to keep the student (and any staff involved) safe from harm. Liaise with the Duty Manager to ensure that information is shared appropriately to minimise risk and maximise the safety of vulnerable students. Undertake regular welfare checks, as requested, to ensure the safety of vulnerable students. Engage with welfare practices and interventions for own follow-up wellbeing as required.
- Act as first aid first responder for all medical calls for assistance on the University campuses as appropriate/as directed; respond to any students and staff with a Personal Emergency Evacuation Plan (PEEP) including evacuating from the building (decision to use evac-chair as appropriate). Undertake fire alarm response activities for all University buildings, lift safety incidents, assessing the risk and situation, keeping Duty Manager fully informed, and directing all staff/students, to maximise the safety of the University community.
- Ensure the general security of students, staff and wider community, buildings and colleges by high visibility proactive patrols, ensuring reported incidents are responded to quickly including lock-ins and lockouts for students and staff. Operate the physical security regime of buildings e.g., to lock/unlock and patrol, when necessary, etc.,

to prevent/detect crime and Anti-Social Behaviour in order to provide a safe and secure environment for students and the wider University Community.

- Provide the first response to students and Conference guests for out of hours' maintenance issues to advise the Security Duty Manager on their findings, the level of urgency and need for attendance by an on-call contractor or Estates Maintenance. In addition, act as ambassadors/first responders to resolve any out of hour's issues relating to commercial bookings (B&B, Conference guests etc.) to effectively meet customers' expectations and maintain the University's commercial reputation.
- Engage with development/training activities, appraisal, leave/absence guidelines, de-briefs etc. to ensure optimum performance and wellbeing with their line manager's support and guidance. Ensure compliance with University policies and Campus Security Charter and Code of Conduct. Monitor own University email account and use online web-based systems e.g. incident management, training, and Staff Connect etc.
- Ensure accurate and timely completion of role administration (written logs and IT databases) in order that all records are provided to a high professional standard and to legislation. Operate departmental equipment (radios, phones, body worn cameras, SafeZone smart phone, traffic enforcement PDA etc.), complete/upload relevant logs for such devices and their use, and operate the campus CCTV surveillance system, in line with internal procedures and GDPR data protection principles.
- Provide traffic safety advice and traffic directions plus parking enforcement activities to maintain the University Traffic Management Regulations, including during special one-off events, to ensure students, staff and the wider University community are able to move safely and freely around the campus whilst maintaining associated KPI's.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Provide efficient, effective, approachable and authoritative security responses to situations, incidents etc., including working with the emergency services, outside agencies, partners, internal and external stakeholders. Utilise Joint Emergency Services Interoperability Principles (JESIP) and Joint Decision Model (JDM), AUCSO 3rd Edition Emergency Manual best practices, Campus Security Codes of Conduct to inform and maintain continuous improvement and professional standards of service.
- Provide an excellent standard of professional customer service. Be a visible, approachable and reassuring security presence, respond to any general queries and intervene as and when necessary, to prevent or stop unacceptable behaviour and advise on potential conduct issues. Through good verbal communication, listening and inter-personal skills including being diplomatic and discrete concerning sensitive matters etc., to ensure customer satisfaction, mindful of equality, diversity and inclusivity. Undertaking regular high visibility foot and vehicular patrols being proactive to ensure student and the wider community safety and wellbeing.
- Responsible for critical and often first response to a wide spectrum of student and staff health, safety and wellbeing incidents including first aid/medical calls, building evacuations due to fire alarms, fire alarm resets, chemical spills, trapped persons, vulnerable students or staff with PEEP's etc. Often working under acute time or other pressures, whilst being able to respond to advisement/instructions from their line manager to mitigate risk such as serious harm to students and the wider University community including death, litigation, reputational damage plus student satisfaction/perception.
- Accountable for providing a professional 'out of hours' service for a range of activities to support non-security-oriented University services of accommodation, hospitality and maintenance and commercial activity including

students, conferences/events guests to effectively meet student and customers' expectations, represent and maintain the University's reputation.

- Contribute to the provision of complex security services 24 hours per day 365 days per year within confines of a range of procedures/legislation and with management direction (and monitoring at times e.g., via body-worn video, CCTV etc.). Requires using judgement, experience, knowledge and up-to-date training to know when to escalate and how to appropriately respond to incidents, making appropriate, timely and informed decisions using JDM and/or Dynamic Risk Assessments (DRA), where safety/reputation could be significantly compromised if not handled correctly.
- Liaise with varied contacts, including external, sometimes involving negotiation/influencing or conflict resolution. Predominantly passing on/obtaining and recording significant pieces of information/data that may be referred to later for serious reasons at times e.g., emergency services handover, in relation to vulnerable students, contractors for maintenance issues, GDPR needs etc.
- There is a requirement to communicate with internal and external stakeholders, complete records effectively, appropriately, accurately and timely whilst being under pressure, being consistently mindful of confidentiality, equality, diversity and inclusivity plus GDPR data principles.

Facts & figures

The University of Kent has c. 5,400 residential students and has a daily footfall of up to 20,000 students, staff and visitors. The Campus Security team respond to c. 13,000 incidents per annum across a wide range of categories, complexities and severities. Around 60% of these incidents occur out of hours and Campus Security deal with the majority of them without any management input. They patrol our 300-acre Campuses and a further 300 acres of landholdings. They maintain security for over 100 buildings. They also provide triage for out of hours' maintenance defects and a concierge service for conference and B&B guests who arrive out of hours.

Internal & external relationships

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 as required. 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.

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
- Contact with Human fluids (blood, saliva etc)
- Conflict resolution
- There may be a requirement to work evenings and weekends
- Ability to occasionally travel in a timely and efficient manner between campuses

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.

Essential Criteria:

- Good standard of literacy and numeracy which may be evidence by GCSE Grade C / Level 4 (minimum) English and Maths or equivalent. (A)
- Current certificate of competence in First Aid at Work issued by a training organisation that has been approved by the Health & Safety Executive or willingness to undertake training. (I)
- Have had training in Mental Health First Aid or be willing to undertake training. (I)
- 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,I)
- Proven ability to make decisions and Dynamic Risk Assessments, 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. (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. (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/I)
- 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,I)
- Proven experience of managing potentially volatile situations and dealing with conflict. (A/I)
- Ability to undertake the physical tasks and manual handling duties as could reasonably be expected to arise from the key accountabilities. (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)
- Full UK Driving Licence. (A)
- Commitment to uphold the Campus Security Charter and Code of Conduct. (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience. (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day-to-day work of the role. (I)

Desirable Criteria:

- Current Door Supervisor Course & Public Space Surveillance certificate issued by a training body accredited by the Security Industry Authority. (I)
- Experience of working in a similar or related security environment. (A/I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage