



<b>Job Title:</b>	<b>Control Room Operator</b>
<b>Grade:</b>	<b>3</b>
<b>Salary:</b>	<b>£23,924 - £24,590. Inclusive of shift premiums, equates to £28,443 - £29,109 per annum</b>
<b>Department:</b>	<b>Campus Services, Division of Estates &amp; Campus Services</b>
<b>Hours/Contract:</b>	<b>35/wk, Permanent Full Time Contract</b>
<b>Job Family:</b>	<b>Community &amp; Operational</b>
<b>Reference:</b>	<b>12835</b>

## Role Purpose

To deliver a professional customer focused security service to University staff, students and visitors in order to provide a safe and secure environment.

Provide a central point of contact for information concerning security operations and enquiries from customers and colleagues, ensuring a satisfactory outcome that reflects a helpful and efficient security service across the University.

Deploy and support the Operational Security Teams in the delivery of security measures and response to incidents throughout the University estate.

Main Duties and Responsibilities	% Time
<ul style="list-style-type: none"><li>To operate and monitor technical security control room equipment, including, barrier controls, CCTV systems, access control and radio and telephone communications. Reporting defects to more senior colleagues.</li></ul>	20
<ul style="list-style-type: none"><li>To assess the initial risk and prioritise incidents as they occur, deciding on the initial response. Task other colleagues to provide a response to emergency and other security incidents by following a defined and detailed procedure and escalating to the Deputy/Team Manager where necessary.</li></ul>	20
<ul style="list-style-type: none"><li>To provide accurate incident information to agreed standards and procedures, enabling security incidents to be dealt with safely and appropriately by the Security Officers attending incidents. Create incident messages and logs, keeping a chronological accurate record of the actions taken during the lifespan of an incident.</li></ul>	20
<ul style="list-style-type: none"><li>To provide visible foot and mobile patrols of the University buildings and estate to reassure staff, students and visitors and deter criminal activity and antisocial behavior.</li></ul>	10
<ul style="list-style-type: none"><li>To attend incidents as directed in support of staff, students and public, including first aid incidents. Provide a written security report including criminal, anti-social, accidents and other reported incidents.</li></ul>	10



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<ul style="list-style-type: none"><li>• To provide mobile and static duties in line with the security demand, such as at the Library, Gate 5 and accommodation sites.</li><li>• Carry out general administrative and clerical duties, including maintaining and updating manual and computer files and records to an agreed standard. Send and receive emails and generate maintenance requests as required.</li><li>• To carry out other such duties as directed commensurate with the role of security.</li></ul>	10
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### Skills, Abilities and Competencies

#### Essential

- Has a positive, can-do attitude\*
- Can deliver excellent Customer Service\*
- Holds a current full manual Driving Licence\*
- Good interpersonal skills
- Good verbal and written communication skills
- Ability to transcribe and accurately record information,
- Ability to assess situations and respond appropriately
- Has computer skills including use of email, Microsoft Word, Outlook\*
- Ability to work as a member of a team
- Experienced in handling telephone enquiries, and responding sympathetically, reassuring callers\*
- Flexible in your approach to duties, with an emphasis on managing multiple tasks.

***\*Criteria to be used in shortlisting candidates for interview***

#### Contract Information

This is a permanent position and is available immediately.

#### Working Hours



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35 hours per week on a shift pattern covering the hours 07:00 – 15:00, 1500 – 23:00, 23:00 – 07:00 Mon – Fri & 07:00 – 19:00, 19:00 – 07:00 Weekends. 7 days a week, including public holidays, University closure days.

### Additional Screening Requirements

This role is subject to satisfactory completion of enhanced security screening due to the nature of the role and environment in which the post holder will be working. The level of screening currently required is in accordance with BPSS guidelines however the University reserves the right to change this should it be deemed necessary to safeguard both the institution and its employees.

### Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

### Additional Information

Where it is determined that the duties of this post for the purposes of research involve work with the NHS, it is necessary to ensure that the performance of the duties attached to the post are covered by NHS indemnity arrangements and the appointee must comply with all such arrangements, including occupational health clearance.

### Supporting University Activities

We are looking for people with a positive, can-do attitude, good timekeeping and can deliver fantastic customer service, the rest we can train! Once you start work with us, there are great opportunities to develop your career and progress with some fantastic benefits along the way; these include:

- 27 days annual leave
- 8 bank holidays and 6 closure days where you either work them and receive enhanced pay or have them off as additional holiday!
- You work an average 35-hour working week and so colleagues either boost their income by working overtime or take on a second job to suit their needs.
- Pension Scheme
- Discounted Gym membership

You will be working as part of a diverse award winning security team with a focus on providing safety and support to our wonderful student and staff community. Are you fed up of doing the same old thing every day? Have no fear; no two days are the same in our team!



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### University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

### Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.



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