

Job Title: Deputy Team Manager
Grade: 4
Salary: £22,681 - £25,138 Inclusive of shift premiums, equates to £26,857 - £29,314pa.
Department: Estates & Campus Services - Security
Hours/Contract: Full Time
Job Family: Community & Operational
Reference: 9571

Role Purpose

- To assist, support and deputise for the Team Manager in the delivery of security services.
- Ensure that the Control Room business systems are maintained to high standards in order to comply with legislation such as the Data Protection Act/GDPR and deliver optimal operational efficiency. Fault report on specialist equipment and offer supervision, coaching and support to staff in using the business systems effectively.
- Organise security initiatives and events in order to provide security and safety information and advice for staff and students.
- Monitor customer service delivery and incident report writing within the Control Room offering coaching and support to Control Room Operators.

Resources Managed

- 10 security staff:
4 Control Room Operators - Grade 3
6 Patrol Staff - Grade 2

Main Duties and Responsibilities	% Time
<ul style="list-style-type: none"> • To provide leadership and management of a team of University security staff by allocating responsibilities to individual team members and monitoring staff performance against agreed Key Performance Indicators. Coach, support and develop the staff to achieve agreed objectives. 	20
<ul style="list-style-type: none"> • Manage, monitor and report on faults to the security systems including the integrated system, CCTV, access control, vehicle barriers, intruder alarms, fire alarms to ensure full functionality to the required operational standard. Advise and teach Control Room Operators on the effective use of the security systems. 	20
<ul style="list-style-type: none"> • Coach and support Control Room Operators to ensure that they complete incident reports to the required standards. Taking responsibility for security stock and equipment ensuring that they are ordered and restocked in a timely manner. Ensure that customer service standards are adhered to through KPI monitoring of telephone, barrier and radio communications. 	20
<ul style="list-style-type: none"> • To organise security events in order to offer security and safety advice as well as supporting the security strategy. This includes, Fresher's, UCAS days, General Open Days, Welcome Week, bicycle D lock giveaways, immobilise. 	15
<ul style="list-style-type: none"> • Assist in the recruitment of new staff and sit on the interview panel. 	10
<ul style="list-style-type: none"> • To carry out the role of the Control Room Operator when required. 	10
<ul style="list-style-type: none"> • To carry out other such duties as directed commensurate with the role of security. 	5



Internal and External Relationships

- Daily interaction with members of the Division of Estates and Digital Services
- Regular liaison with other Departments and Colleges as required by the post.
- Liaison with the Police as required including the Campus Police Officer, etc.
- Liaison with service providers to the security industry, SIA, PPE suppliers etc.
- Daily with Security Teams on duty.
- Internal & External organisers of events as required.

Planning and Organising

A key part of this role is supporting the Team Manager in the forward planning and organisation of the security team.

Planning and organising security events throughout the year to ensure the department proactively educates the university community in safeguarding their property and helping to ensure they do not become a victim of crime.

Organise their team deploying them as necessary taking into account crime trends and hotspot areas.

Complete flexibility is required to meet the ever changing demand, emergencies and flexible responses.

Qualifications, Knowledge and Experience

Essential

- Educated to GCSE level or equivalent, plus at least 1 year experience in a relevant role*
- Holds a current full manual Driving Licence*
- Holds a current Security Industry Authority CCTV Operators Licence
- Previous experience of supervising, coaching and developing others in their role.
- Experience of using business systems.
- Previous experience of prioritising own and others work load*
- Understanding of Health and Safety as they relate to security issues and experience of using dynamic risk assessments*
- Experience of working in a confidential environment and an understanding of data protection issues*
- Experience of working in a busy environment
- Experience of making critical decisions in challenging circumstances

Desirable

- ILM management qualification or equivalent*





- IOSH Health & Safety qualification*
- Familiar with local geography
- Holds a current Security Industry Authority Door Supervisor Licence
- Education & Training Qualification, Level 3.

Skills, Abilities and Competencies

Essential

- Experience of working with relevant specialised control room equipment, including CCTV recorders, communications equipment, security software and procedures.
- Demonstrate the ability to communicate clearly when responding to customers and colleagues*.
- Good verbal and written communication skills with the ability to produce detailed reports*
- Ability to, and demonstrate experience of using own initiative
- Ability to work as a member of a team*,
- Understands team dynamics recognise quality issues and how to address them*.
- Has computer skills including use of E mail, Microsoft word, Outlook, etc.*
- Flexible in your approach to duties, with an emphasis on managing multiple tasks

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

Working Hours

35 hours per week on a shift pattern covering the hours 07:00-19:00, 19:00-07:00, 7 days a week, including public holidays, University closure days. Inclusive of shift premiums, this equates to £26,263 - £28,781 per annum.

Additional Information

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.

Supporting University Activities





As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

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 equality 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 equality, diversity and inclusion.

