



**Job Title:** Security Team Manager

**Grade:** 5

**Salary:** £26,038 to £30,505 per annum

**Department:** Estates and Campus Services

**Hours/Contract:** Full-time, Permanent

**Job Family:** Management and Administration

**Reference:**11032

## Role Purpose

As a Team Manager you will lead, manage and deploy security staff to deliver a security service across the whole of the university estate including residencies, hospitals, satellite buildings, sports facilities and academic buildings. You will lead a professional customer focussed security team to ensure staff, students and visitors have a safe and secure environment. Take the lead on staff training, delivering and sourcing courses based on the changing demand and emerging threats on security.

You will be responsible for making critical decisions when incidents are reported to the security team. Act as the first responder to major incidents and invoke the major incident plan to the Senior Leadership Team outside of core business hours. You will also plan the work of the security teams to ensure adequate resources are in place for the year ahead, maintaining staffing levels over a rolling year.

*Please note: Shift pattern required covering 07:00-15:00, 15:00-23:00, 23:00-07:00 Monday-Friday and 07:00-19:00, 19:00-07:00 on weekends.*

*7 days a week, including public holidays, University closure days. Inclusive of shift premiums, this equates to £28,901 - £33,115pa per annum.*

## Main Duties and Responsibilities

- Plan the future security rota (over a rolling year) for the uniformed security staff taking into account annual leave, sickness, courses, service level agreements and events ensuring minimum staffing levels are always maintained. Authorise annual leave and maintain accurate records.
- 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. Carry out investigatory meetings ensuring accurate records and in line with the university ordinances.
- Lead the security team that are responding to reported incidents. Attend reported major incidents and invoke the major incident plan following your assessment. Out of hours as the manager on site, you will make key decisions and utilise university callout systems.
- To support the recruitment of new security staff and sit on the interview panel. Train security staff in line with the requirements of the training matrix. Identify and deliver training courses and scenario based training in line with our procedures and emerging threats. Ensure staff have





obtained or renewed their Security Industry Authority (SIA) licences, you will act as the business account holder and will liaise directly with the SIA.

- Organise and test the migration from the security Control Room into the secondary and tertiary Control Rooms to plan for a major incident or power outage.
- Create, update and review security risk assessments for the department.
- Managing a budget for a delegated area ensuring no overspend.
- To carry out other such duties as directed commensurate with the role of security.

### Internal and External Relationships

- Daily interaction with members of the Division of Estates and Campus 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.

### Resources Managed

10 Security Staff Members:

- 1 Deputy Team Manager - Grade 4
- 3 Control Room Operators - Grade 3
- 6 Patrol Staff - Grade 2

### Planning and Organising

A key part of this role is the forward planning of the security duties to ensure that the department can meet the demand. The Team Manager will need to plan thoroughly to ensure that staffing is provided to meet agreed service level agreements and events. They will plan the rota taking into account annual leave, sickness and courses and will be responsible for the authorisation of staff requests.

- The Team Manager will need to plan training courses and scenarios to ensure that they deliver effectively when training their team.
- 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 and experience in a relevant role\*





- Holds a current full manual Driving Licence\*
- Previous experience of supervising, coaching, and developing others in their role.
- 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

- IOSH Health & Safety qualification
- ILM management qualification or equivalent
- Familiar with local geography
- Holds a current Security Industry Authority CCTV Operators Licence
- 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***

**Criminal Declaration and Disclosure and Barring Service (DBS)**





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.

This post is exempt from the Rehabilitation of Offenders Act 1974 because the appointee will have substantial access to young people and/or vulnerable adults. Therefore, an appointment to this post will be subject to checking through the Disclosure and Barring Service (DBS). The successful applicant for this post will, therefore, be required to give consent for the University to check and obtain appropriate clearance with the DBS for the existence and content of any criminal record in the form of an [enter level of disclosure].

Information received from the DBS and the police will be kept in strict confidence and will be destroyed once the University is satisfied in this regard.

### 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.

### 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.





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## Job Summary

