UNIVERSITY OF LEICESTER

Job Summary

Job Title:	**Control Room Operator**
Grade:	**3**
Salary:	**£25,040 - £25,697 (Shift allowance excluded, will be discussed at the interview stage)**
Department:	**Campus Services, Division of Estates & Campus Services**
Hours/Contract:	**35/wk, Permanent Full Time contract**
Job Family:	**Community & Operational**
Reference:	**14136**

Role Purpose

To provide a professional, responsive and effective 24/7 security service that supports the safety and security of students, staff, visitors, buildings and the wider University estate.

The role is responsible for operating and monitoring security control room systems, including CCTV, access control, barrier controls, radio and telephone communications, identifying faults and reporting these appropriately.

The postholder will act as a key point of contact for security incidents, carrying out an initial assessment of risk, prioritising incidents and coordinating the appropriate security response in accordance with established procedures. This includes providing attending Security Officers with clear and accurate information, maintaining detailed chronological incident logs and escalating significant or complex incidents to the Deputy/Team Manager where required.

Alongside control room responsibilities, the role includes providing visible foot and mobile patrols across university buildings and the estate to provide reassurance and help deter crime and antisocial behaviour. The postholder will respond to security, safety and first aid incidents and complete accurate written reports following incidents.

The role also involves undertaking mobile and static security duties according to operational demand, carrying out general administrative responsibilities, maintaining accurate electronic and manual records, responding to emails and raising maintenance requests as required.

Overall, the postholder will contribute to a safe, secure and welcoming University environment, providing a professional and customer-focused security service while responding appropriately to changing operational priorities.

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Main Duties and Responsibilities

- 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.
- 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.
- 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.
- 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 behaviour.
- 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.
- To provide mobile and static duties in line with the security demand, such as at the Library and Gate 5
- 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.
- To carry out other such duties as directed commensurate with the role of security.

Skills, Abilities and Competencies

Essential

- Has a positive, can-do attitude*
- Can deliver excellent Customer Service*
- Must hold a full manual UK driving licence*
- Can demonstrate the ability to assimilate information and communicate effectively both verbally and in writing.
- Good interpersonal skills.
- Can demonstrate an understanding of diversity and equality issues.
- Ability to take control of a developing situation.
- Has computer skills including email, Microsoft Word, Outlook*
- Ability to work as a member of a team
- Experienced in handling telephone enquiries, and responding sympathetically, reassuring callers*

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- Flexible in your approach to duties, with an emphasis on managing multiple tasks

Criteria to be used in shortlisting candidates for interview

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 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 reservices 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 encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

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

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

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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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