

Job Title: Operations Manager

Grade: 7

Salary: £39,906 to £46,049 per annum, pro-rata

Department: Estates and Campus Services

Hours/Contract: Part-time (0.4 FTE, 15 hours per week) fixed term contract till 04 January 2028

Job Family: Management and Administration

Reference: 12433

Role Purpose

- Overall responsibility for managing and leading Security Staff in the delivery of Operational Security Services throughout the University.
- To assist, support and deputize for the Head of Security in the delivery of Security Services.
- Maintaining and improving operational efficiency and security service delivery, through the ongoing development and effective implementation of plans and procedures.
- To proactively influence and provide practical solutions to security problems directly contributing to the improvement of Security Services provided by the Estates & Campus Services Management Division.

Resources Managed

Security Staff:

4 Team Managers - Grade 5

4 Deputy Team Managers – Grade 4

16 Control Room Operators - Grade 3

24 Patrol Staff - Grade 2

Security Technology

600+ Closed Circuit Television Cameras & data recorders

Body Worn Video Cameras - Digital Radios - Access Control Systems

Digital communications systems including recording equipment

Barriers and intercoms

Fire and Intruder alarm monitoring systems o Security data recording software

Integrated control room installations

Contribute to resource and budget planning of the Security budget circa £1.4m





Main Duties and Responsibilities

- Manage, develop and coach the Security Operational Teams through the allocation and prioritisation of their work to deliver a range of services to the standard agreed by the Head of Security. Evaluate and appraise individual's progress and performance ensuring they continue to contribute to the achievement of the Security Section's annual objectives. Conduct investigatory / discipline / grievance inquiries that involve allegations concerning University staff and students in compliance with University policy and procedures.
- Plan the recruitment and succession planning of uniformed staff, including the planning and delivery of day to day and specialist security training, staff development and assessment, ensuring compliance with industry standards through the licensing of staff and services by the Security Industry Authority.
- Assess and advise on the technical viability of security systems, service and performance within the Security Control Room.
- Plan and prepare security operations to support University planned and spontaneous events through liaison with other departments across the University, outside contractors and external organisations. Work with event organisers on event planning for the forthcoming year, ensuring relevant advice and costs are considered and plan the security resourcing of each event. Providing briefings to Team Managers on the duties required.
- Manage the security service provision in line with the Service Level Agreements across the University Estate to include the Library and Accommodation sites.
- Manage budgets for delegated areas of Security Teams. Forecasting income from other departments for event security and expenditure, to ensure targets can be met and the Divisional strategy is delivered through the deployment of required resources to meet demand.
- Identify and resolve issues and queries with Security staff and customers, recommending solutions to the problems to ensure the service within the Section is efficient and the day to day delivery of customer service is maintained and improved upon.
- Develop operational security procedures to support the Sections commitment to delivering high quality customer service by analysing security management information to identify trends and patterns of crime over the past years in order to deliver a range of specialist services. Advising and assisting stakeholders on specific reoccurring issues to minimise risk and maximise





the future protection of University and personal property in the most efficient and cost effective way throughout the academic year.

- Conduct security surveys of buildings and other areas as required, and make recommendations for improvement with indicative costs. Oversee approved recommendations through to completion to ensure they are delivered in a timely and efficient manner. Participate in project and working groups as requested by the Head of Security to support and represent the Security Section. e.g. for new construction or refurbishment of buildings.

Internal and External Relationships

- Daily interaction with members of the Division of Estates and Campus Services
- Regular liaison with Finance, Payroll, and other Departments and Colleges as required by the post.
- Liaison with the Police as required including specialist services i.e. Special Branch, PREVENT Team, etc.
- External liaison with Local Authorities and other agencies with a responsibility of providing services in and around University property i.e. event planners, abandoned vehicles, street trading, parking, lighting and CCTV.
- 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.
- Occasional direct liaison with VC's and Registrar's Office.
- Networking with fellow professionals across the security sector including representing the university as a member of professional national and international organisations (AUCSO)

Planning and Organising

A key part of this role is the forward planning and organisation of resources to meet internal and external demands. This will involve planning own work and that of others for the months ahead, adjusting priorities as required by the demands of the University, or developing outside influences e.g. Open Days, Graduation events, public and private lectures, VIP visits, Speakers, demonstrations, security alerts and change of profile of the University nationally.

Understanding the future needs of the organisation and develop strategies for the improvement of security service provision across the University to meet plans and growth.

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

Qualifications, Knowledge and Experience

Essential

- Educated to Degree level or equivalent.* OR:





- Substantial level of professional/senior managerial experience in a security and customer services environment.* AND:
- Holds a current (SIA) CCTV Public Space Surveillance licence.*
- Understanding of data protection and CCTV Codes of Practice.*
- Previous experience of conducting grievance and discipline investigations, including interviews, compiling statements and reports.
- Operating knowledge of security systems and processes (intruder alarms. CCTV, access control) so that first line advice and guidance can be provided to departments and security staff
- Experience of working/responding independently and assessing unforeseen problems and circumstances, responding with appropriate action and leadership
- Experience of working with relevant specialised control room equipment, including CCTV recorders, communications equipment, security software and procedures.

Desirable

- Previous experience in criminal investigation and or dealing with victims and potential suspects.
- Previous experience in conducting security reviews and making recommendations for improvement.
- Demonstrate experience of managing conflict situations in the workplace.
- City & Guilds Level 4 Award in Education and Training or equivalent
- A1 Assessors qualification

Skills, Abilities and Competencies

Essential

- Proven written and verbal communication skills, including providing clear and concise reports to senior management and delivering presentations and briefings across all levels
- Proven management skills, including long term business planning, workforce planning, resource allocation, budgetary control and people management
- Demonstrate the ability to produce accurate and detailed information to an evidential quality that is acceptable to the Police, criminal and civil courts
- By example can show they are competent in managing their own time and activities and that of others to achieve targets set.
- Comprehensive knowledge of security practices, processes and procedures.
- Can demonstrate a clear understanding of the standards and regulations set for the conduct and output for delivery of security services.

Desirable

- Working knowledge of the activities of other areas of the University including event management and planning, 'secure by design' principles.





- Understanding of lesson planning, teaching delivery, assessment.

***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 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.

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

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

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.

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.

