



Job Title: Security Patrol Officer
Grade: 2
Salary: £16,460 - £16,766.
 Inclusive of shift premiums equates to £18,106 to £18,442 pa.

Department: Estates and Campus Services
Hours/Contract: 35 hours per week, permanent
Reference: 870

Role Purpose

- To deliver an excellent customer focused security service to university staff, students, visitors and other external services.
- To attend incidents as directed in support of staff, students and visitors including first aid incidents.
- The role follows standard operating procedures and established processes to provide a safe, secure environment, deterring criminal activity and anti-social behavior.

Main Duties and Responsibilities	% Time
<p>Customer Service & Support</p> <ul style="list-style-type: none"> • To offer advice and assistance to staff, students and visitors in protection of their safety, including security led events and initiatives • To provide initial response and support to assist staff, students and visitors who are victims of criminal or anti-social behaviour. Including sign posting to relevant support services. • To attend incidents as directed in support of staff, students and visitors including first aid incidents. • To support the Control Room operations including entrance barriers. Direct and control vehicle movement on the Estate • To carry out other such duties as directed, that commensurate within the role of security 	35%
<p>Patrolling Duties Following standard operating procedures and established processes:</p> <ul style="list-style-type: none"> • To provide visible patrols of the University buildings and Estate to reassure staff, students and visitors and deter criminal activity and antisocial behaviour, including Main Campus and Accommodation. 	45%





<ul style="list-style-type: none"> • To carry out mobile patrols in the security vehicles covering the University Estate including all Hospital sites • Provide static security assistance within the library, gate house and door watch posts. • Respond to reported incidents including alarms, enquiries and lift entrapment. • Following established procedures and with the support of Control Room colleagues, identify impact of incidents arising and take appropriate action to ensure the safety and security of staff, students and the public, managing the situation to prevent escalation. • Inspect premises identifying problems and report the issues to the appropriate department for resolution aiming to resolve any immediate problems. 	
<p>Ad- hoc incident response:</p> <ul style="list-style-type: none"> • With the support of Control Room colleagues and the relevant escalation process, providing first response to incidents that may require a dynamic risk assessments to adapt responses to the individual case. 	5%
<p>Communication & Reporting</p> <ul style="list-style-type: none"> • To use the security radio system to communicate with security personnel and other university departments • To provide accurate incident information to agreed standards to enable Control Room Operators to create precise incident reports • To provide written security reports including Health & Safety, Lost Property and Crime reports. • Following standard risk assessment procedures, assess any risks as they arise e.g. potential security breach, criminal activity, hazardous working or Health & Safety concerns and escalate to the Control Room. 	10%
<p>Training & Improvement Take part in staff training sessions and the development, and continues improvement of the security department</p>	5%
Internal and External Relationships	
<ul style="list-style-type: none"> • Regular interaction with members of the Division of Estates and Campus Services • Contact with Police and other public services as required during incidents or initiative events • Internal and external organisers of events during set up or detailed duties including College Court Door Watch or Events Square 	





Qualifications, Knowledge and Experience

Essential

- Experience of working within a customer focused environment*
- Experience of working as part of a team *
- Must hold a full manual driving licence*
- GCSE or equivalent (e.g. CSE/O Level)

Desirable

- Holds a Security Industries Authority licence in Public Space Surveillance (CCTV)
- Holds a Security Industries Authority licence in Door Supervision
- Holds a current first aid at work certificate
- Knowledge of Data Protection issues as it refers to a security environment

Skills, Abilities and Competencies

Essential

- 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 quality issues
- Ability to take control of a developing situation
- Has computer skills including email, Microsoft Word, Outlook

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

Working Hours

35 hours per week, 19:00 to 07:00 7 days a week including public holidays, University closure days. Inclusive of shift premiums, this equates to ££18,106 to £18,442 per annum.

Additional Screening Requirements

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. 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.

VITAL

The University encourages all staff to live our [VITAL values](#) which are:
Valuing People, Innovators, Together, Accountable, Leaders.

Equality and Diversity

We believe that equality, 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.

