

JOB DESCRIPTION

Job Title: University Community & Security Team Leader	Band 5: £28,535 to £32,645 per annum (42 hours per week) <i>Opportunity to progress to £34,608 subject to performance and the university reward scheme Plus an annual unsocial hours allowance of £1,538.76</i>
Department: Facilities – Security & Operations	
Reporting directly to: Head of Security & Operations	
Supervisory responsibility for: University Community & Security Officers	
<p>Other Contacts</p> <p>Internal: The University Community & Security Team is part of Security & Operations which sits within the Estates & Facilities Department and cover a wide range of services within University of Worcester, including Accommodation, Cleaning, Estates, Campus Services Team, Grounds, Reception, Commercial bookings and Catering. We also work very closely with Student Experience Team located in Student Services.</p> <p>External: Community and local police</p>	
<p>Main Duties*:</p> <ol style="list-style-type: none"> 1. Ensure full compliance with existing University and Security policies, monitoring current security systems and security operating procedures, assisting in the development of these as directed. 2. Ensure active supervision of staff, directing and controlling the tasks carried out by University Community & Security team members to ensure high standards of work and compliance with departmental instructions. Approving holiday requests and managing ad hoc short-term sickness absences. 3. Ensure that before commencing duty, University Community & Security team members are properly briefed; fully understand their instructions and operational tasking; that all equipment issued is serviceable and used appropriately; any defects are reported directly to Head of Security & Operations. 4. Maintain effective discipline on the shift, ensuring that all University Community & Security team members look smart and maintain a professional profile while on duty. 5. To direct, supervise and undertake patrols of the University property and buildings, conducting both internal and external security checks to prevent fire or flooding and to deter / detect criminal activity. Each location visited should be scanned against the Security Patrol Monitoring System to provide a record of the patrol and the data from these patrols analysed to ensure resources are appropriately allocated during shift. 6. Whilst on duty take lead responsibility for the health, safety and welfare of all team members on duty, acting swiftly and effectively to comply with responsibility, working in partnership with other University departments when necessary to achieve this. 	



7. To carry out risk assessments as appropriate and report hazards and other defects to the appropriate University departments (Estates / maintenance, Head of Safety), including using the on-line H&S portal for incidents and near miss reporting.
8. Submit incident reports promptly using the incident management database on any matter relating to the safety and security of University staff, students, contractors, the public and buildings, bringing to the attention of the Facilities Duty Manager, any issues relating to physical, personal or information security as necessary.
9. Consult and refer specialist queries to other university departments as well as external agencies or services where appropriate, tracking responses to ensure a coordinated and streamlined service to Students, such as referrals to Student Welfare Services for cases involving mental health.
10. To ensure efficient and effective operation of the University Control rooms at all-time whilst on duty.
11. To have an understanding of the University CCTV systems which includes operating, monitoring, burning images if require; ensuring no actions are undertaken that would infringe on the Surveillance Commissioner Accreditation or GDPR.
12. To understand all aspects of the Access Control system in place across University sites. This is to include the creating of access cards, disabling, and updating cards for students / staff.
13. To attend and deal appropriately with student related issues off campus using the Community Safety Accreditation Scheme (CSAS) as required, liaising with other agencies as necessary, i.e.: police community support officers and emergency services.
14. Act as the initial incident commander at any notable and developing incident, directing and controlling staff accordingly.
15. To be responsible for ensuring the daily compliance checks in relation to Fire and Health & Safety equipment, including the completion of fire alarm testing across all University sites; monitoring faults and discrepancies, which must be raising through the relevant reporting system.
16. To ensure that the daily lock / unlock routine is completed as required, including monitoring of intruder alarms systems, ensuring that any faults or discrepancies are reported as required.
17. To manage the day-to-day running of the University's Lost and Found property procedures ensuring all items recovered are recorded on the incident management database and that items are correctly disposed of.
18. To undertake any other related duties, i.e.: car parking enforcement, security operations and special events as directed by the University through the Head of Security & Operations.
19. To provide active, visible and accessible leadership and management to staff throughout the duration of a shift.
20. To maintain a flexible approach to assisting other departments within Facilities as and when required and liaise with academic, managerial and administrative staff as required offering guidance on personal safety.

21. Liaise with other departments across the University, including but not limited to, Facilities, Student Services, Academia and senior management to ensure the continued provision of good Student care and team working using good interpersonal skills and an innovative approach to problem solving.
22. Carry out such duties as required which are consistent with the nature, responsibilities and grading of the post (e.g.: first aid, car parking).
23. Support the training and development of University Community & Security team members. Fully engage with the University staff appraisal process, ensuring the timely and accurate completion of both informal and formal staff performance reviews and Return to Work interviews.
24. Maintain current knowledge and awareness of industry 'best practice', guidelines and other relevant legislation / regulation within the area of Security, keeping up to date with the latest developments pertinent to maintaining a safe and secure working environment.
25. Actively support and contribute to the development and implementation of any future University Security Standard Operating Procedures, policies, code of conduct or other security related documents.
26. Undertake training courses relevant to the role as may be required, including external courses where necessary, such as SIA licencing or mental health awareness training.
27. Attend relevant departmental meetings on behalf of team, brief team members on updates and changes, arranging training as appropriate to ensure a professional and up to date service is provided at all times.
28. Attend relevant team meetings, actively supporting and contributing to the implementation of proposed changes.
29. Maintain personal and professional development to meet the changing demands of the job; participate in appropriate training activities and encourage and support staff in their development and training.
30. Take steps to ensure and enhance personal health, safety, and well-being and that of other staff and students.
31. Carry out these duties in a manner that promotes equality of opportunity and supports diversity and inclusion and takes into account the University's commitment to environmentally sustainable ways of working.

*The above does not represent an exhaustive list of duties associated with this role.

Disclosure: This employment is exempt from the Rehabilitation of Offenders Act 1974. Candidates will be required to declare any criminal convictions, cautions or bind-overs, including any that would be regarded as spent under the Act in other circumstances. If you are selected for appointment you will be required to apply to the Disclosure and Barring Service for a Criminal Records Check/Barred List Check.