

Security and Community Safety Officer

Job Description



Job Title: Security and Community Safety Officer

Grade: 4

Responsible to: Security Shift Leader

Overall Purpose

To ensure a safe, secure, welcoming environment for staff, students and campus visitors and to provide a courteous and efficient security service 24 hours per day, seven days a week.

This post demands a high level of customer service. Providing a highly visible, efficient, proactive and responsive security and community safety service to all persons associated with the University of Northampton and the neighbouring community. Delivering this service in accordance with agreed instructions, policies and procedures.

Core People Management Duties & Responsibilities

- To assist in the protection of University property and community against crimes, trespass and nuisance.
- To be conversant and compliant with site rules always, escalating issues or non-compliances accurately and in line with set procedures and protocols.
- To work collaboratively alongside all staff, and all other subcontractors to provide a high standard of customer service.
- To monitor alarms, respond accordingly, investigate cause and initiate the most appropriate response (evacuation/invacuation/re-set).
- Work collaboratively with other members of the team to provide an efficient, high quality service for the operation of fire, security, CCTV systems using electronic and computerised facilities, management systems and equipment.
- To patrol the grounds, providing a visual security presence and lock/unlock buildings and rooms, as required and keep an accurate record of areas accessed. Report irregularities, such as security breaches, safety hazards, and emergency situations.
- To provide an efficient and friendly Chaperone service to any users of the University estate that request this service.
- To monitor and correct or report any issues with the car park payment machines, including resetting and changing printer paper.
- To be the first response for emergency action, including but not limited to first aid calls, mental health first aid, water rescue, fire alarm activation investigation, evacuation chairs, violence & aggression and security alerts and take actions in line with training.

- To deal with enquiries from students, staff, visitors and other customers in a courteous and diplomatic manner.
- To monitor and where necessary, control, the current barrier/gate systems at each location (where appropriate).
- Control access of personnel and vehicular traffic ensuring that only authorised persons are allowed on site, including checking of ID cards in a proactive but polite way and challenging individuals not displaying their identification. Also ensuring that the access control systems in place are operating correctly and any faults or problems are dealt with or reported.
- To hold keys and/or access cards, issue to authorised users, maintaining a register of keys and access cards for this purpose.
- To be deployed in the event of an incursion or critical incident to support the University response.
- To work closely with the Police, Ambulance and the Fire and Rescue Services (FRS) to enable an efficient and collaborative response providing assistance within the restrictions of legislation.
- To maintain a healthy and safe workplace, ensuring areas are in a clean and tidy condition at all times.
- To log missing, damaged or unserviceable safety equipment.
- To complete and maintain the Security Duty Log and ensure this is kept legible including incident reports and health and safety issues.
- To co-ordinate the logging and storage of high value lost property.
- To be responsible for the locking and unlocking of areas of the estate as part of and inline with the security policy.

When working in the CCTV Control Room

- Working alongside and under the supervision of the Security Shift Leader, to effectively monitor CCTV for the prevention of crime and to ensure the Health and Safety of staff and visitors.
- To deal with fire system isolations and reactivations, after receiving correct permits.
- To efficiently respond to alarms on the access control system and dispatch officers in response to case alarms.
- To accurately maintain online Fire/ Incident log by completing Fire Alarm Activation and incident reports.

- To dispatch initial first aid and water rescue response.
- To help dispatch officers to investigate fire alarm activations and pre-alarms as per relevant policies and procedures.
- To assist the co-ordination of the distribution of staff during an evacuation, under the guidance of the Security Shift Leader.

Generic Duties and Responsibilities

- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Security Shift Leader, Duty Security Manager.
- The post holder will be expected to undertake specific training necessary to be able to fulfil the role at the University of Northampton. This will include, but not be limited to: First aid, Mental Health first aid, Fire warden, Fire investigation, Water rescue, De-escalating situations and Access control.
- The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues. Following all legislation, policies and procedures as set out by the security management team.
- To take accountability in the control room in the absence of the Security Shift Leader.
- The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Criteria	Essential / Desirable	Assessment Methods
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Qualifications

1	SIA Door Supervisor Licence (or to be obtained during probation period)	Essential	Application
2	SIA CCTV Operative Licence (or to be obtained during probation period)	Essential	Application
3	First Aid at Work Certificate (or to be obtained during probation period)	Essential	Application

Skills, Knowledge and Experience

4	Experience in providing excellent customer service	Essential	Application Interview
5	Previous security experience	Desirable	Application Interview
6	An ability to deliver succinct and clear verbal reports	Desirable	Interview Test
7	A flexibility to work at any University location and shifts including weekends. Flexibility to change location at short notice.	Essential	Application Interview
8	Excellent written and verbal communication and interpersonal skills, being able to adapt style to meet the needs of the situation	Desirable	Interview
9	A full valid UK Driving Licence (not provisional)	Desirable	Application

Personal Qualities

10	Ability to adapt to organisational change	Essential	Interview
11	Ability to adapt to technological advances in the workplace	Essential	Interview
12	To work collaboratively with various teams across the UON community	Essential	Interview
13	Ability to undertake patrol duties	Essential	Interview