

Job Description

Job title:	Accommodation Security Officer
Department/School:	Security Services
Grade:	5
Location:	University of Bath premises

Job purpose
To ensure a safe environment for staff, students and visitors on campus and in off campus buildings, by proactively engaging with students, staff and visitors, identifying and addressing vulnerabilities and responding to incidents.

Source and nature of management provided
Supervisory Security Officer

Staff management responsibility
May be required to act as operational Supervisor, as and when authorised and supervise Security and non-Security staff during major critical incidents.

Special conditions
<ol style="list-style-type: none"> The post holder will wear the approved University Security uniform The role is based on a 36.5 hour per week [+ 2Hrs O/T] rotational shift pattern covering 365 days per year over 24 hours per day working 12 hour shifts. Post holders are required to hold a valid full driving licence for manual and automatic vehicles The post is non-sedentary and involves foot patrols 24/7 across the vast campus and city buildings. Post holder will be required to be Security Industry Authority (SIA) Door Supervisor Licensed, First Aid at Work and Mental Health First Aid accredited and may be required to be SIA CCTV Operator licensed. (All relevant training will be provided).

Main duties and responsibilities
<p>General Security</p> <ul style="list-style-type: none"> Regular patrolling of all University accommodation buildings and off-campus premises as required. Monitoring the adherence of car parking rules in the absence of car parking staff and enforcing parking breaches. Issue keys and accommodation cards. Respond to fire and intruder alarms on and off campus. Identify and assist with Estates issues when other departments are unavailable Repair / Reset emergency button break glasses. Check and identify failures with fire fighting equipment on / off campus.

	<ul style="list-style-type: none"> • Authorise and programme access control cards when other services unavailable • Deputise for the Supervisory Security Officer if required and having received the appropriate training.
	<p>Emergencies & Critical Incidents</p> <ul style="list-style-type: none"> • Attending and dealing with incidents as directed, including the administering of medical first aid. This also includes incidents related to welfare and mental health. Able to effectively use approved medical equipment (e.g. Defib) • Be a first point of contact for welfare issues for staff, students and visitors during out of hours. Support Student Services with joint welfare visits on and off campus. • Meet emergency vehicles attending campus for urgent operational issues. • Transport medical casualties to the Medical centre and local hospitals • Acting as initial ground commander to deal with critical incidents, such as major medical incidents. • Coordinate evacuations of academic and non-academic buildings during major incidents and fire alarm activations. • Activate PEEPS plans for vulnerable staff / students during emergency incidents • Assist other departments and other agencies with identifying and locating missing students or staff.
	<p>Events</p> <ul style="list-style-type: none"> • Assist with major and joint services Security operations for high level VIP's or major events. (e.g. Graduations, Staff Industrial Action, Student protests). • Assist the parking team when events are likely to lead to high volumes of vehicles on campus.
	<p>Investigation & Disciplinary Assistance</p> <ul style="list-style-type: none"> • Support internal and external investigations which may amount to Gross Misconduct or criminal behaviour by preserving any potential evidence in line with the correct and legally compliant procedure and by keeping accurate written and word processed records including witness statements. This may be used as evidence by Police or in a Court of Law. • Utilise using CCTV to prevent crime, maintain oversight during incidents and retrospectively provide CCTV evidence in line with current legislation and University policies). • Undertake searches of University buildings, both academic and non-academic for security reasons and for prohibited articles using the relevant policies and procedures. • Enforce breaches of Student Regulations – issue fixed penalty notices and recorded verbal warnings as appropriate.
	<p>Customer Service</p> <ul style="list-style-type: none"> • To effectively communicate verbally with: <ul style="list-style-type: none"> - customers in often distressing or volatile situations - other security staff using the internal radio system - emergency services when required - On / Off campus staff / student protests • Staff the library security desk, communications room or other reception point as directed. • Assist staff, students and visitors with broken down vehicles on campus and at other UoB locations • Support University neighbours with urgent issues • Assist Transport Customer Liaison staff with issues relating to the bus service.
	<p>You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University</p>

	policies and procedures at all times and take account of University guidance. You will be required to update and maintain your relevant training as required.
--	---

Person Specification

Criteria	Essential	Desirable
Qualifications		
Qualifications <ul style="list-style-type: none"> • Educated to GCSE level or equivalent • Possess a valid SIA Door Supervisor licence, or able to acquire one within 6 months starting and maintain this licence. • 'First Aid at Work' qualification, or able to acquire one within 6 months starting and maintain this qualification. • 'Mental Health at Work' and 'ASSIST' training, or willingness to complete within probationary period 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	
Experience/Knowledge		
<ul style="list-style-type: none"> • Previous practical experience in a relevant security related field. • Knowledge of criminal law and powers • Be aware of Health and Safety issues in relation to security matters • Previous experience of dealing with welfare and mental health issues • Previous experience in a security or supervisory role 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓
Skills		
<ul style="list-style-type: none"> • Sound report writing skills • IT literate • Ability to plan and prioritise conflicting demands • Hold a valid driving licence for manual motor cars • Demonstrable experience of dealing with difficult situations and customers • Confident verbal communicator in a diverse range of situations • Experience of working as part of a team to resolve issues 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
Attributes		
<ul style="list-style-type: none"> • Able to deal with sensitive and confidential matters appropriately at all times • Able to demonstrate trust and honesty at all times • Able to demonstrate integrity at all times • Able to demonstrate empathy • Successfully pass an enhanced DBS check, and maintain this status throughout employment 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	

ahs has identified a set of effective behaviours or 'acts' which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these 'acts' previously.

Striving for Excellence:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives.

Providing Outstanding Service:

Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive 'can-do' attitude and tailoring the service to suit differing customer needs.

Problem Solving:

Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve.

Being Adaptable & Flexible:

Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required.

Doing the Right Thing:

Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within **ahs**.

Caring:

Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers.

Teamwork

Building effective working relationships. Working co-operatively with a wide range of inter-personal skills.

Developing self and others:

Showing commitment to own development. Seeking and accepting feedback.