

# JOB DESCRIPTION



## JOB TITLE: Estates Security & Services Assistant

### ROLE OVERVIEW

**Job Title:** Estates Security & Services Assistant

**Grade:** EC3/4

**Contract Hours:** 37 per week (Shift pattern based on alternating shifts: 7am – 2.30pm, 2.30pm – 10pm (Monday-Friday))

**Contract:** Permanent

**Faculty:** Estates

**Responsible to:** Estates Security & Services Assistant – Team Leader

**Functional Links with:** Exec Director of Estates & Sustainability, Head of Facilities, Safety Health and Environment Manager, other Estates team members, Heads of Faculty / Department and all other staff

### KEY ROLE OBJECTIVE

To provide a high-quality customer focused service ensuring a safe, secure and welcoming environment for all College users. The post holder will be required to operate across several College sites.

### MAIN RESPONSIBILITIES

To deliver a professional and customer service focused security and postal service.

To provide facilities support for staff and learners.

### MAIN TASKS

1. To ensure that the College's security is maintained at all times and that all College users are kept safe.
2. To patrol buildings and grounds identifying any issues, responding to safeguarding concerns or incidents that require intervention, making sure incidents are reported professionally afterwards.

3. To conduct a roving patrol service to visit and monitor all college sites with the aim of providing a more visible and proactive service.
4. To operate and monitor surveillance equipment, taking full responsibility for responding to incidents to de-escalate or resolve issues, or reporting/escalating serious incidents to relevant staff or external agencies including the police.
5. To carry out Departmental and College portering duties including setting up of classrooms, moving and storing any furniture or other equipment as appropriate.
6. To open and lock up buildings and classrooms, activating / deactivating intruder alarms at the beginning and end of every day, with elements of lone working as per college policy.
7. To provide a professional postal service, including the receipt, sorting and delivery of mail, parcels and other goods and the delivery of the same to College buildings, using this as an opportunity to build positive working relationships and enhance visibility of the service and security presence.

8. To assist, when required, in the weekly testing of the College fire alarm systems including checking all automatic doors and fire exits.
9. To undertake the appropriate training and carry out fire marshalling duties including regular tests/drills and responding promptly in emergency situations.
10. To undertake the appropriate training to carry out first aid duties, often acting as first responder to serious injuries and health complications. Liaise with external emergency services where required and/or organise access for emergency vehicles and provide handover when they arrive.
11. To check the identity of persons using the College and grounds and to ensure the removal of all persons not authorised to be on the premises, which at times may involve control and restraint protocols. Attend and undertake training to control, restrain and remove people from site when relevant, using reasonable force and only when necessary.
12. To conduct searches of bags and belongings or person searches where it is believed weapons or contraband may be present.
13. To assist the Maintenance & Services team to setup and clear away furniture and equipment for examinations and for cross College events which on occasion will include the need to work outside of normal operating hours and an element of lone working, in line with college policy.
14. Responsibility for training and mentoring new staff joining the Estates Security Services Assistant team.  
Responsibility for training and mentoring members of Estates Maintenance & Services team on security, post and other duties when required.
15. To answer general enquires from students, College employees, visitors and contractors.
16. To carry out minor repairs and general maintenance work as may be required.
17. To be responsible for all tools, equipment and materials provided by the College.
18. To undertake and document room risk assessments risk assessments whilst completing and recording details as per college policy.
19. To assist other members of the Estates Department in the general upkeep of the College grounds to keep paths, driveways etc. clear and grit them in the event of snow or ice.

## MANDATORY DUTIES

1. Responsibility for safeguarding and promoting the welfare of children, young people and vulnerable adults that use the center.
2. Commitment to Equal Opportunities.

# Person Specification

## JOB TITLE – Estates Security & Services Assistant

### Assessment Criteria

- Evaluated on application form (A) and/or interview (I)

#### Experience

---

##### **Essential Criteria:**

- Relevant working experience (A/I)

##### **Desirable Criteria**

- Experience of working within an educational / College environment (A/I)
- Experience of working with intruder and fire protection systems (A/I)
- Recent experience of working within a security focused role (A/I)
- Recent use of CCTV systems (A/I)

#### Skills and Abilities

---

##### **Essential Criteria:**

- Good general practical skills (A/I)
- Good interpersonal skills and communication skills (A/I)
- The ability to document information clearly and keep accurate records (A/I)
- The ability to work under pressure and to meet deadlines (A/I)
- Able to work flexibly as part of a team (A/I)
- Able to work using own initiative (A/I)
- A reasonable degree of physical fitness and the ability to move goods, equipment etc. in accordance with Manual Handling guidelines. (I)

##### **Desirable Criteria**

- IT Literate (A/I)

#### Personal Qualities

---

##### **Essential Criteria:**

- Willingness to undertake further training as required (I)
- Willingness to perform other duties as required (A/I)

- To be pro-active and committed to providing a high level of customer service (A/I)
- To have an approachable and trustworthy manner (A/I)

## Qualifications

---

### **Essential Criteria**

- Full Driving License (No more than 6 points) (A/I)

### **Desirable Criteria**

- SIA Licence (A)
- FAAW Certificate (A)

## Mandatory Requirement

---

### **Essential Criteria**

- Commitment to safeguarding and promoting the welfare of children and adults (I)
- Responsibility for promoting equality of opportunity and access to all, irrespective of age, background, race, gender, religion, ability, disability, or sexuality. (I)

Reviewed: January 2025



# OUR VALUES ARE WHAT MAKE US, US!

**VISION:** To be an exceptional College

**MISSION:** To shape futures by delivering world-class education and training for our city and region

## AMBITION

- We are challenged and encouraged to push boundaries to enable us to realise our ambitions
- We are brave and take decisions that transform lives and foster achievement for all
- We are agile, future-focused and embrace digital technology and learning
- We believe in impact; we are passionate about our community and environment and continue to make big changes in order to play our part in creating a sustainable city and College

## COLLABORATION

- We collaborate with others to ensure we grow, thrive and initiate brilliance
- We are bold and innovative; we listen to and learn from others in pursuit of the exceptional
- We care about place; we collaborate with others to ensure success for our community that has national impact
- We believe that we are stronger together and actively seek out partnerships that make a difference and help us enrich our College

## ENERGY

- Our expertise, passion and actions energise and enthuse those around us
- We care and support our people and our community. We believe that we excel when we are empowered, engaged and enjoy our time at College
- We are curious; we focus on solutions, not problems
- We are proud of our achievements and actively seek out opportunities to celebrate these and set ourselves our next challenge.