

The Leicestershire College Job Description

1. Job Details

Job Title:	Security Officer
Competency Level:	Business Support 1
Job Number:	96749
Reporting To:	Senior Estates Officer
Department:	Estates and Facilities
Annual Salary (FTE):	£18,322 per annum, plus call out supplement
Date:	August 2019

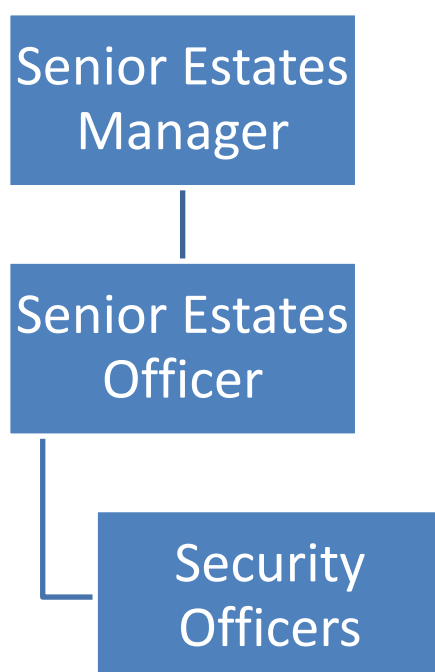
2. Job Purpose

To provide security and flexible support to the college during working hours to work as an efficient security team, to ensure students and visitors follow the codes of conduct expected of them. To use policies, procedures and best practice to ensure a safe and secure environment for students.

3. Dimensions

Not applicable

4. Organisation chart



5. Key Responsibilities

- Conduct security patrols across campus and college accommodation to deter potential threats.
- Provide a customer focused security presence on campus.
- Act as a point of contact for students, staff and visitors.
- Support the enforcement of all college policies.
- Use SIA training to manage conflict situations effectively.
- Complete Incident reports and security logs on a daily basis.
- Complete a monthly report including statistical analysis of security incidents.
- Investigate incidents and concerns and formulate reports on findings.
- Monitoring and management of CCTV systems in line with Data Protection regulations.
- Responsibility for the unlocking and locking of all campus building, gates, barriers etc.
- Operate a variety of fire and intruder alarm systems and have a complete understanding of their functions.
- Manage all traffic related issues within the campus grounds to include car parks, gates, barriers, signage and the issuing of tickets for non-compliance etc.
- Provide First Aid support when the buildings are occupied.
- Conduct stop and search on students, staff and visitors when required.
- Liaise with key departments to help the control of illegal substance, violence, language, noise, theft, nuisance, etc. throughout the College campus.
- Develop a close working relationship with the safeguarding team.
- Be a liaison point for local residents and carry out street to street patrols to provide a visual deterrent for unauthorised parking and public disorder from college students.
- Carry the call out phone as part of a rota system to respond to emergencies outside of operational hours ensuring a 24hr response.
- Assist the Estates team with any “added value” tasks agreed with the senior Estates officer (e.g. cleaning/checking college vehicles/ moving equipment etc.)
- Work as part of a flexible team - covering for absences etc.
- Event management duties including lettings, open days etc.
- Provide support in the estates office. Which will include at times postage, helpdesk, filing, photocopying, use of computer systems and general office duties as required.

6. Key Result Areas

Action	Result
Provide a customer focused service	Students, staff and visitors have a better user experience
To lock and unlock buildings as required	College buildings will be secure with reduced call outs
Control traffic management systems	Safer and easier access to car parking at the college
Enforce the college behaviour policy	Safer environment for all staff and students and better visitor experience
Patrols of campus	Provision of pro-active presence

7. Key Working Relationships and Communications

Internal: The Security Officer will need to develop close working relationships with Key College stakeholders.

External: The Security Officer will be required to liaise with External contractors, public.

8. Scope for Impact

Not applicable

9. Competency Profile

Competency	Descriptor	Competency	Descriptor
Accountable - <i>We have full ownership for our actions, thinking through our decisions and taking responsibility for the outcomes.</i>	Continually improves own performance and increases skills and knowledge. Works efficiently; makes best use of the College's resources. Manages own health, safety and wellbeing; complies with College policies. 0	Entrepreneurial - <i>We think outside the box, exploiting technology and providing opportunities using our initiative and creativity.</i>	Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks You try new approaches and are not tied down by the existing ways of doing things. You understand how your tasks fit into achieving the College's outcomes.
Agile - <i>We are flexible and responsive in all that we do and demonstrate adaptability towards new challenges and changing environments.</i>	Handles change with responsiveness and adaptability. Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard. Understands customer expectations; delivers consistently high quality service. Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.	Inspiring - <i>We are passionate and positive about what we do, creating challenging and motivational environments where everyone grows and succeeds.</i>	Own actions and behaviours are inspiring and engage others. Enthuses others with accurate and relevant subject knowledge. You listen to people and allow their thoughts and ideas help you perform your function better.
Engaging - <i>We are focussed on building relationships, using clear communication to ensure everyone participates and feels part of the College.</i>	Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter. You understand the goals of your team or department and you understand how your contribution impacts on achieving these.	Integrity - <i>We are open, honest and transparent in our work, behaving professionally and ethically at all times</i>	Own work consistently contributes to the strategic aims of the College. Own work consistently contributes to the strategic aims of the College. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.

10. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent or be willing to work towards	•		Application/ Certificates
2.	SIA Licence holder	•		Application/ Certificates
3.	First aid qualification or be willing to obtain		•	Application/ Certificates
EXPERIENCE				
4.	Experience of security or locking down buildings on a large site	•		Application
5.	Experience within the security sector, armed forces or service industries		•	Interview
6.	Proven experience of delivering excellent customer care and services in a large organisation	•		Application
7.	Experience of complaint handling and follow up procedures		•	Application
SKILLS & KNOWLEDGE				
8.	Possess a positive, can-do approach to work	•		Interview
9.	Be able to work on own initiative in an organised manner	•		Application/ Interview
10.	The ability to deal tactfully, calmly and effectively with a wide range of people from within and outside of the organisation	•		Application/ Interview
11.	Knowledge developed though training or experience in security regulations	•		Interview
BEHAVIOURS				
12.	Hard working and consistent approach	•		Interview
13.	Team player with the ability to work alone	•		
14.	Commitment to undertake the college Induction Programme upon commencement of employment	•		Interview
15.	The ability to maintain good relationships with staff at a range of levels by behaving with integrity, treating people with respect and leading by example.	•		Interview
16.	Demonstrate a professional approach which generates credibility and confidence	•		Interview
17.	Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults	•		Interview
18.	Understanding of and commitment to Equality and Diversity	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. The Leicestershire College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. The Leicestershire College retains the right as a condition of your employment to require you to undertake such other duties as may be expected of you in the post mentioned above, or in a similar post within the College.
3. This job description and person specification was prepared in **August 2019** and may be amended in light of changing circumstances following discussion with the post holder.

11. Job Description Agreement

Job Holder Signature		Date	
Manager Signature		Date	