

Job Description

Job Title: Security Officer

Faculty/Directorate: Estates and Facilities

Grade: C £24,685 (Plus an additional 20% shift allowance for evening, night and weekend shifts)

Full time: 37 hours per week

Permanent

	Duties of the role
Overall purpose of the role	<ul style="list-style-type: none"> To provide a 24/7 uniformed security presence, endeavouring to promote and enhance a culture of safety on campus amongst the student population, staff and visitors to the University and its environs including buildings used by the university. To operate a CCTV system and other security systems in a proactive and reactive way in order to prevent and detect crime, including working in a busy CCTV/incident control room environment. To respond to, take the lead and deal with, university security related incidents on campus, in buildings used by the university, as well as the surrounding area To educate groups of students and staff by offering safety and crime prevention advice. To support the promotion of community cohesion by building relationships with both internal and external stakeholders and proactively support the University's stance against any form of discrimination or hate crime. To be aware of the student journey and welfare needs, by putting safeguarding and the student experience at the forefront of everything that you do. To remain calm and professional at all times resolving conflicts and de-escalating situations where necessary.
Main duties and responsibilities	<ul style="list-style-type: none"> To carry out regular campus foot and vehicle patrols, which include academic, administrative buildings, internal and external spaces and student accommodation. To carry out directed vehicle patrols of the campus and surrounding areas, to promote student and staff safety, and to minimise any adverse impact of student behaviour on the local community. To drive University owned or leased vehicles for University business purposes. This may include conveying staff or students to Hospital or other off-campus locations, or conveying equipment to the scenes of security incidents. To use your initiative, training experience and knowledge to deal with security related incidents. In particular to deal with victims and any person or persons believed to be committing criminal acts in or around the University buildings, including where necessary, facilitating their detention under law. This may include physically detaining persons where it is necessary and lawful, in accordance with Security Officer Conflict Management training and the dynamic risk assessment process.

	Duties of the role
	<ul style="list-style-type: none"> • To be a point of contact for students seeking advice, guidance and support on urgent welfare matters, out of hours. To risk assess cases and implement proportionate measures to mitigate the risks until specialist welfare staff or other agencies can take over the case. Refer to main - stream or core hours services as necessary. • To accurately record incidents on a Case Management System, collating information and investigating incidents/complaints accordingly. To interview students professionally and respectfully without bias and where appropriate to provide suitable outcomes to incidents or escalate serious incidents to the Complaints Unit for investigation. • To support the student discipline process. • To provide emergency First Aid at work. • To control access to buildings out of hours, under University policy and ensure all buildings are locked and secure when not in use. • To understand and monitor the intruder alarm systems, and to respond to all alarm activations. • To operate CCTV and manage the communications in the control room, and to deploy resources effectively to deal with incidents observed. • To recognise, assess and report information that is relevant to the security and safety of the campus e.g. tension indicators, suspicious persons. • To identify (out of normal working hours) any hazards left unattended, that may create a risk to the safety of individuals or buildings. • To liaise and provide consultation to students and staff, members of the public and external organisations when necessary, in respect of University security related matters. In particular to work closely with the campus Police Officer, and to address groups of students or staff to provide crime prevention advice. • To take appropriate action in respect of emergency situations, and have knowledge of where to access emergency information and to initiate the attendance of the emergency services and liaise as appropriate. • To undertake University Car Parking enforcement, management and control in accordance with policy. • To receive, record and return found property, take reports of lost property and to assist Team Leaders to administer the lost and found property system. • To maintain a professional image of the Security Department and University at all times. • To provide support to the Security Team Leader(s) in relation to Civic functions and Graduation Ceremonies when necessary. • To provide out of hours support to conference organisers when required. • Treat all DMU staff, students, contractors and visitors with dignity and respect. • You will provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. • Any other duties within the scope and the grade of the post as reasonably required and determined by the Head of Security. • The post holder is required to minimise environmental impact in the performance of the role, seek to promote environmental sustainability within area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.

Person Specification

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Area of responsibility	Requirements	Essential or Desirable	*Method of assessment			
			A	I	T	D
Qualifications & Training	Level 2 (GCSE Grade C or above) in English or equivalent experience.	Essential	X	X	X	X
	Ability to achieve and maintain the Security Industry Authority (SIA) accredited and CCTV monitoring accredited License (provided) if not already gained. Must become SIA accredited within six months.	Essential	X	X		X
	Prepared and able to undertake Emergency First Aid at work qualifications (training provided). Must become qualified within six months.	Essential	X	X		X
	Conflict management trained.	Desirable	X	X	X	X
Previous Work Experience and Skills	Experience of working in a customer facing environment, where service excellence was key.	Essential	X	X	X	
	Experience of giving and receiving detailed accurate written and verbal communications.	Essential	X	X	X	
	Experience of working as part of team in a dynamic environment, where a flexible approach to changing work priorities is fundamental.	Essential	X	X		
	Experience of positively dealing with conflict whilst applying relevant policies and procedures.	Essential	X	X		
	Experience of assessing risks to persons or property and implementing initiatives to mitigate any risks.	Essential	X	X	X	
	Previous experience in an operational role within another reputable security environment or other relevant experience.	Essential	X	X		

	Experience of working with diverse communities which include vulnerable people.	Essential	X	X	X	
Specific Knowledge, Skills and Abilities Required	Ability to communicate coherently at all levels with good use of interpersonal skills, listening skills and empathy.	Essential	X	X	X	
	The ability to make decisions whilst under pressure and implement actions whilst being able to competently justify any actions.	Essential	X	X	X	
	Good level of written English to write clear notes, take statements and write reports which provide an accurate account of incidents dealt with.	Essential	X	X	X	
	Good standard of fitness including good eyesight, hearing and the ability to patrol on foot including climbing several flights of stairs and restraining potentially violent persons.	Essential	X	X	X	
	Have a high level of motivation and be capable of performing all duties during unsociable hours on a shift system, including weekends, bank holidays and nights.	Essential	X	X		
	Have a basic understanding of the law including trespass and powers of arrest, and to be able to work alongside other law enforcement agencies, understanding the importance of confidentiality.	Desirable	X			
	Working knowledge of CCTV, intruder and fire alarm systems, although training will be provided.	Desirable	X	X		
	Experience of addressing large groups of people, detaining offenders, investigating incidents and gathering relevant evidence.	Desirable	X	X	X	
Additional Requirements	Ability to present a professional image and appearance to others.	Essential	X	X	X	
	To have good personal ethical standards with a commitment to service delivery.	Essential	X	X	X	
	Able to use University IT packages, such as Case Management Systems, Microsoft Office to write reports, and to create, send and receive emails using attachments.	Essential	X	X	X	
	Possession of a valid category B UK Driver's License.	Desirable	X	X		X
	A satisfactory Enhanced DBS check to be completed	Essential	X			X

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**

Our Values and Behaviours at DMU

- We are Collaborative – we work together to get things done
 - We support each other to achieve joint outcomes
 - We understand how our work contributes to DMU
 - We are aware of our personal impact on others
- We are honest and Compassionate
 - We are open, honest and caring
 - We work on a trust basis
 - We hold ourselves accountable for our actions
- We are innovative and Creative
 - We constantly strive for better
 - We challenge bureaucracy and explore digital solutions
 - We are innovative and creative
- We are a community – we value and champion difference
 - We embrace alternative views
 - We treat others with respect
 - We tackle inequalities