# Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Security Officer</th>
<th>Job family and level</th>
<th>O&amp;F Level 1-E</th>
</tr>
</thead>
<tbody>
<tr>
<td>School/Department</td>
<td>Estates Office</td>
<td>Location</td>
<td>All University sites</td>
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## Purpose of role
To provide a safe and secure environment for staff, students and visitors to the University on all campuses and properties. To provide excellent customer service to ensure customers, especially students, enjoy a positive experience at the University.

## Main responsibilities
(Primary accountabilities and responsibilities expected to fulfil the role) | % time per year
---|---
1. Patrol campus grounds and properties under the control of the University to ensure that the University remains safe and secure, e.g. free from fire, flood and theft and responding to the intruder alarm as required. To assume responsibilities of a control room operator to include the operation of CCTV equipment as required. | 60%
2. To undertake crime prevention, attend incidents and provide detailed, accurate written reports. Respond to fire and intruder alarm activations and summon and accompany emergency services as appropriate. Administer first aid when appropriate. | 20%
3. To carry out duties in accordance with the University’s traffic regulations to control car parking, traffic flow and enforcement. | 5%
4. To implement crime prevention/reduction measures in consultation with the security management team; providing personal protection to VIPs and royal visits. | 5%
5. To be full conversant with and competent to use systems and equipment within area of work. | 5%
6. To adhere to health and safety regulations, and comply with University, departmental and external, standards, policies, procedures and codes of practice. | 2%
7. Undertaking and utilising training and development to enhance working skills and knowledge of self and team, to improve continuously service delivery. | 2%
8. Any other duties appropriate to the grade and role of the person appointed. | 1%
## Person specification

<table>
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<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
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|        | - Actively seeks to develop self  
|        | - Adaptable  
|        | - Excellent attention to detail  
|        | - Concentrates attention and activity on customer  
|        | - Seeks explanations and solutions  
|        | - Effective communicator  |  |

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<thead>
<tr>
<th>Knowledge and experience</th>
<th>Essential</th>
<th>Desirable</th>
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|                          | - Ability to make independent decisions  
|                          | - Ability to meet deadlines and work under pressure  
|                          | - Ability to analyse complex situations and initiate appropriate action  
|                          | - Ability to produce written reports  
|                          | - Substantial experience of working in a similar customer facing role  
|                          | - Recording and analysing information  | - First Aid, Fire and Security training/qualification  
|                          |  | - Experience of working in a similar security role  |

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<tr>
<th>Qualifications, certification and training (relevant to role)</th>
<th>Essential</th>
<th>Desirable</th>
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|                                                              | - Good level of numeracy and literacy  
|                                                              | - Full, current driving licence unless disability precludes this  | - Security related qualification  
|                                                              |  | - Customer Service qualification  |

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<tr>
<th>Statutory, legal or special requirements</th>
<th>Essential</th>
<th>Desirable</th>
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<td>- It is a condition of this post that satisfactory basic disclosure is obtained.</td>
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The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

**Valuing people**
Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.

**Taking ownership**
Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.

**Forward thinking**
Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.

**Professional pride**
Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.

**Always inclusive**
Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

[Diagram showing the relationships between the Line manager, Role holder, Security Officer, Senior Security Officer/Security Supervisor, Colleagues, Students, and the Key stakeholder relationships.]