



Job title	Security Supervisor	Job family and level	O&F Level 3
School/ Department	Estates Office	Location	All university sites

Purpose of role

To be responsible for ensuring the safety and security of university staff, students, visitors, grounds, buildings and their contents in particular out of hours. To undertake total supervision of the Security Service in the absence of the Associate Director of Security Services, Deputy Head of Security Services and Operations Security Manager. 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	Operational Management ▪ To be responsible for and supervise Security Patrol Officers, Control room staff, and Gatehouse personnel. Brief Officers and allocate resources appropriate to locations, ensuring 24/7 security cover. ▪ To be the most senior member of Security Services on duty out of hours, weekends, bank holidays and university holidays. ▪ To support the Operations Security Manager in providing a contact point for Police and other stakeholders and engage with them at local and senior levels on university and crime-related matters. ▪ To work closely with the Security Operations, Services Managers and Site Security Managers. ▪ To work with the Deputy Head of Security to deliver all aspects of university card production and delivery. ▪ To work with the Deputy Head of Security to deliver all aspects of the university car parking scheme. ▪ Attend incidents, manage them, and be the university representative at serious or major incidents until such time as senior university staff attend. To keep the relevant personnel updated of incidents requirements for their attendance where necessary and outcomes. ▪ To liaise with internal and external stakeholders to ensure that Services operates effectively. ▪ Monitor that adequate security patrols are carried out as directed and discrepancies dealt with, under disciplinary procedures if necessary. ▪ To actively patrol when required. Prepare and submit all relevant documentation, i.e. accurate incident reports, duty sheets, etc. ▪ To provide crime prevention advice to schools, departments and halls of residence.	80%

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
	▪ To provide crime prevention talks and personal safety advice at events for students, e.g. Welcome Fair, Halls of Residence presentations. Working closely with Police for these talks and events. ▪ To analyse crime trends and provide a proactive response to targeting identified problems. Ensure that plans for the service areas operate effectively and the correct resource allocation is maintained. ▪ To support victims of crime including attending Police stations and Courts with victims as required, taking statements and collating evidence packages. ▪ To assist Community Engagement team with off Campus personal safety issues and events. ▪ Be expected to work flexible hours to fulfil this role and to support the operational output of the Security section as required. ▪ To work with Support Services, Wellbeing, ResX and Welfare teams with matters relating to students both on and off Campus. To take an active role in interviewing staff and students in relation to disciplinary matters and crime.	
2	Leadership and supervision ▪ To assist in the preparation of operational orders for events, i.e. Graduations, Open days and VIP visits and to supervise events. To ensure all traffic and pedestrian control and parking procedures and policies are upheld. ▪ To ensure that all legislation and policy is complied with such as CCTV Code of Practice, GDPR by the Security staff. ▪ To undertake informal sickness counselling and return to work interviews as directed by Operations and Services Managers. To interview staff and students in relation to disciplinary issues and prepare and submit files relating to such. ▪ As part of the Security management team to encourage development of innovative solutions for running the Service and positively impact the staff, student and visitor experience, whilst identifying and managing any risks to the university. ▪ Undertake staff Appraisal Development Conversations (ADC) in line with the standard university guidance and carry out regular one-to-one meetings with staff ▪ Undertake periodic staff reviews, identifying training needs and ensuring resources under your control receive appropriate training to maintain and enhance their skills as necessary to ensure competent and safe working and add value to the service where possible. ▪ To promote and support staff within the Service, to engage with staff to promote training outside of the contractual training which could support them in their advancement either within Security Services or outside of the Service. ▪ To ensure that all Officers are aware of current procedures and are able to deliver the correct level of service.	15%

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
	▪ To review, amend, implement and monitor crime prevention and reduction measures, manage electronic key systems and maintain an awareness of developments within the Security Service. ▪ To ensure that Security Officers working under their supervision are updated and that detailed briefings are provided, Officers understand any operational orders that have been issued by Security Management. ▪ To lead Security staff when dealing with protests and rallies where there is a potential for breach of the peace. Ensuring that the Service upholds the university values including the right to lawful and peaceful protest. ▪ To work with the Operations Security Manager to deliver crime prevention initiatives including the managing of the Crime Prevention stand at student engagement events. ▪ To ensure that all incidents are recorded by the Security team and any other procedures for updating managers across the university are followed. Including liaising with the emergency services	
3	Health and safety ▪ To ensure adherence to health and safety regulations, and comply with university, departmental and external, standards, policies, procedures and codes of practice. ▪ To undertake first aid training and administer first aid when appropriate. ▪ Undertaking and utilising training and development to enhance working skills and knowledge of self and team, to improve continuously service delivery. ▪ Ensure all mandatory training is undertaken by the team in a timely manner. ▪ When attending incidents ensure that health and safety of Security staff and others in the vicinity of the incident are considered and positive action is taken to protect those affected.	5%
4	Any other duties appropriate to the grade and role of the person appointed.	

Person specification

	Essential	Desirable
Skills	▪ Excellent oral and written communication skills. ▪ Excellent interpersonal, oral and written communication skills. ▪ Ability to analyse complex fast paced incidents and events to ensure the correct outcomes which keeping campus users safe. ▪ Actively seeks to develop self. ▪ Adaptable. ▪ Excellent attention to detail. ▪ Concentrates attention and activity on customer. ▪ Ability to work in a team environment, supporting colleagues and sharing expertise. ▪ Innovative and open to change. ▪ Ability to work to tight deadlines. ▪ Seeks explanations and solutions.	
Knowledge and experience	▪ Experience in leading, motivating and supervising a team in a large multi-site organisation ▪ Proven experience of managing, motivating, engaging, recognising, empowering and communicating effectively with large complex teams. ▪ Ability to produce written reports. ▪ Thorough understanding of the work practices, processes and procedures relevant to the role. ▪ Supervisory experience gained while working in a similar security related or customer service environment and role. ▪ Experience of reviewing and undertaking risk assessments to minimise safety risks within the workplace for self and team. ▪ Recording and analysing information. ▪ Experience of technology used in security operations.	▪ First Aid, Mental Health First Aid, Fire and Security training. ▪ Training staff.

	Essential	Desirable
	Experience of interviewing as part of an investigation.	
Qualifications, certification and training (relevant to role)	- Good level of numeracy and literacy. - Full UK Category B driving licence with no automatic-only restriction (code 78) Must be able to drive manual cars and small vans. - Proven track record of relevant work experience demonstrating practical and theoretical knowledge in a security or customer service environment. - SIA Licence including Door Supervisor and CCTV Operator	- Customer service qualification. - Formal qualification at Level 2 or 3, e.g. NVQ/ILM. - Security related qualification. - Customer Service qualification.
Statutory, legal or special requirements	Satisfactory basic disclosure obtained from the Disclosure and Barring Service	



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

