University of Nottingham
UK | CHINA | MALAYSIA

Role profile

Job title	Security Officer	Job family and level	O&F Level 2
School/ Department	Estates Office (Security)	Location	All university sites

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. 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.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1.	**Patrol** ▪ Patrol campus grounds and properties under the control of the university to ensure that the university remains safe and secure. ▪ To have a full working knowledge of all campuses, buildings, and external spaces. To know where all plant areas are and the restrictions on access to them. ▪ To be able to operate in all areas of the university including those where there is sensitive research and restrictions on access. ▪ Responding to any incidents or calls for assistance relating to the area of the university they are responsible for. ▪ To assess incidents and calls for assistance, where required to take the lead on resolution of an incident or to call in further support from Security Services, internal call out staff or emergency services. ▪ To trained and mentor new Security Officers. ▪ To give instruction and direction to contract security staff and during an incident other university staff as appropriate. ▪ To drive a patrol vehicle and to be the first line of response in the event of a foot patrol officer requiring support. ▪ To provide reports following incidents and to follow any additional instructions of escalations to allow other university staff to address issues reported. **Control room** ▪ To assume responsibilities of a control room operator to include the operation CCTV, alarm handling, radio system, switchboard, and multiple	70%

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
	telephone lines. To include ensuring all alarms, calls for assistance are actioned and allocated to Security Patrol staff as required. ▪ To ensure that internal staff are as required called out for incidents where support is required. ▪ To liaise with the emergency services ensuring correct response is provided. **Traffic, pedestrian and event support** ▪ To carry out traffic and pedestrian management duties, delivering traffic management plans and supporting guests for major events including open days, Graduations and large conference business. ▪ To support events including those where there is a risk of protest. ▪ To support events where there is liaison with Police for VIP visits, including close protection of VIPs. ▪ To carry out duties in accordance with the university's traffic regulations to control car parking, traffic flow and enforcement. ▪ To carry out duties in accordance with the university's traffic regulations to control car parking, traffic flow and enforcement. ▪ To be able to use enforcement system and hardware to issue Penalty Charge Notices.	
2.	▪ To undertake crime prevention duties, attend incidents and provide detailed, accurate written reports. Respond to fire intruder and critical plant alarm activations and summon and accompany emergency services as appropriate. ▪ To provide crime prevention advice to the university community. ▪ To support victims of crime, ensuring that appropriate support is arranged. ▪ To work with emergency services where members of the university community in distress or require urgent medical treatment.	20%
3.	▪ To adhere to health and safety regulations, and comply with university, departmental and external, standards, policies, procedures and codes of practice. ▪ To report and advise as part of patrol work any Health and Safety concerns. To take immediate action if required. ▪ Undertaking and utilising training and development to enhance working skills and knowledge of self and team, to improve continuously service delivery. ▪ Administer first aid and mental health first aid as appropriate.	10%
4.	▪ Any other duties appropriate to the grade and role of the person appointed.	

Person specification

	Essential	Desirable
Skills	▪ Actively seeks to develop self. ▪ Adaptable. ▪ Ability to work in a team environment supporting colleagues and sharing expertise. ▪ Able to be empathetic and show awareness, understanding and sensitivity to others' concerns. ▪ To be able to operate a Security Control room including operating systems, CCTV, alarm handling, telephone switchboard, emergency telephone system and barrier access system. ▪ Excellent attention to detail. ▪ Concentrates attention and activity on customer. ▪ Seeks explanations and solutions. ▪ Effective communicator.	
Knowledge and experience	▪ Ability to make independent decisions. ▪ Experience of working/responding independently and dealing with unforeseen problems and circumstances. ▪ Ability to be able to work on, patrol and respond to all incidents on any Campus. ▪ Ability to meet deadlines and work under pressure. ▪ Ability to analyse complex situations and initiate appropriate action ▪ Ability to produce written reports. ▪ 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.
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. ▪ SIA Licence including Door Supervisor and CCTV Operator	▪ Security related qualification. ▪ Customer Service qualification. ▪ First Aid at Work. ▪ Mental Health First Aider.

	license or a willingness to achieve the qualification	

DBS (Disclosure and Barring Service)

Because of the nature of the work for which you are applying, this post is exempted from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

Candidates are therefore, not entitled to withhold information about convictions, which for other purposes are 'spent under the provisions of the Act, and in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by the university. Any information given will be strictly confidential and will be considered only in relation to an application for positions to which the Order applies.

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

