

Job Description

Title	Details
Job title	Security Controller
Department/Unit	Security Services, Campus Operations, Estates & Facilities
Job Type	Full time, Permanent
Grade	Grade 4
Accountable to	Security Services Supervisor
Accountable for	No direct reports – supervision of security officers across the university estate in absence of supervisor.
Vacancy reference	SRF54032

Purpose

Operate and control all the integrated security systems contained within the security control room. Direct and control security officers to the scene of any incident and ensure that accurate records of all events/incidents are recorded on incident reporting system.

In addition to control room duties, there is a requirement to carry out regular highly visible patrols of all University sites as required.

Team Structure

1 x Security Supervisor, 3 x Security Controllers, 1 x Security Patroller.

Main duties and responsibilities

- To be aware of, able to follow, and play an active role in fulfilling all emergency incident procedures, including 'Terrorism or Other Life-Threatening Incident Response'.
- To be aware of, able to follow, and play an active role in fulfilling all standard operating procedures across the University estate.
- Ensure the completion of incident reports as necessary using the IRIS reporting system
- Ensure an accurate log is maintained of any incidents that may need follow up action, or need to be addressed, such as maintenance issues or complaints.

- To supervise the shift, with the other control room staff, in the absence of a supervisor.
- Effectively operate all functions of the Security Control Room, i.e. telephones, alarm receiving system, CCTV monitoring and recording, mass notification, refuge system, all radio channels, and other systems.
- To operate the control functions for fire and intruder alarms
- Monitoring of CCTV in accordance with the university CCTV Policy, Data protection and Freedom of information acts.
- Manage all aspects of access control
- To report malfunctions of services and systems as defined in the call out list
- Facilitate approved access for out of hours working ensuring that weekend staff are aware of who will be working out of normal office hours.
- Liaise with Police and other emergence services, as necessary.
- Provide First Aid assistance as required.
- To receive any found property handed in and ensure all details are recorded on IRIS, and when asked to take any unclaimed property to the Palmer Reception on the next working day for processing by Campus Operations Reception.
- To provide a visible security presence at all University premises, patrolling internally and externally, either on foot or using the vehicles provided.
- To be polite, professional, and courteous to all customers in all communications.
- To promote the University Security Service and to do everything possible to enhance the University's image through appearance and behaviour, ensuring that duties are carried out in smart uniform and in a timely fashion.
- To undertake all training commensurate with the level of the post, as required by the Security Services Manager, Deputy Security Services Manager or Supervisor, such as SIA, First Aid, Assessments, and online courses.
- To undertake any other duties commensurate with the level of the post, as required by the Security Services Manager, Deputy Security Services Manager or Supervisor

Supervision received

The post holder will report to the Security Services Supervisor.

Supervision given

No direct reports – supervision of security officers across the university estate in absence of supervisor.

Contact

All university staff, students, tenants, associates, visitors, and external organisations, including local residential neighbours and people using the facilities at the university

Terms and conditions

This post is a full time (39.5 hours) permanent position. Hours of work will be in line with the current shift pattern with flexibility if required to cover satellite sites. The post holder may be required carry out any reasonable overtime as operationally necessary.

It is the requirement to wear the uniform provided at all times when at work.

All staff will comply with the University's Health & Safety and Equal opportunities policies in the performance of their duties.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: February 2024

Person Specification

Job Title	School/Department
Security Controller	Security Services, Campus Operations

A = Application

I = Interview

P = Presentation/Pre task

Criteria	Essential
Skills Required	• Excellent oral and written communication skills including report writing (A) • Able to demonstrate high level customer service skills (A) • Excellent interpersonal skills (I) • Excellent organisational skills with an attention to detail (I) • Decision making ability and a calm and decisive approach to emergency situations (P)
Attainment	• First Aid qualification (I) • SIA Licence (A) • Full UK manual Driving Licence (A)
Knowledge	• Intruder alarm systems (I) • Fire alarm systems (I) • Good working knowledge of standard Microsoft packages: Outlook, Word, Excel (A) • Good knowledge of best practice in relation to Health & Safety (I) • Knowledge of and ability to carry out dynamic risk assessments (P)
Relevant Experience	• Previous experience of working in the Security Services Sector (A)
Other	• Ability to work on own initiative and as part of a team (A) • Ability to remain calm under pressure (I) • Ability to show empathy and compassion (I) • Ability to prioritise workload (I) • Must be flexible in relation to hours of work (A)