Work at Keele

Keele UNIVERSITY

Head of Community Safety and Security

Directorate: Student Services

Grade: 8

Salary Range: £ £49,798 - £ 59,390

Full Time - Indefinite

Responsible to: University Warden

Job Ref: KU00005512



With excellence in both teaching and research, Keele is transforming lives and shaping futures

About the Role



Thank you for considering a role at Keele University.

Inside this document, you'll discover key details about the job and our diverse and vibrant institution. We invite you to explore the impressive benefits that come with joining our community - click here to learn more about our values and what makes Keele a fantastic place to work.

The Role

The Head of Community Safety and Security is responsible for maintaining a safe and secure environment for the campus community, including students, staff, and visitors.

The post holder will lead the Campus Safety service in line with the University strategy and Keele's values and behaviours providing an experience that celebrates the diversity of our students and provides a safe and inclusive community for students and staff, which promotes a sense of belonging, as well as good health and wellbeing.

This role involves working with the Incident Management Group and colleagues within Health and Safety to continue to develop and implement comprehensive safety and incident management policies and protocols and ensuring compliance with all relevant regulations and standards. The role manages the service to provide assurance for all users of the campus on a 24-hour, 365-day period.

The role holder will ensure that robust processes are in place and that continuous process improvement is undertaken. They will work proactively with staff, students and visitors to achieve a responsive, safe, secure, inclusive and sustainable environment, conducive to working, studying and living on Campus.

The Head of Community Safety and Security will be the University's point of contact for Police and other emergency services, coordinating the first line emergency procedures for the University in line with the agreed Emergency Planning Procedures.

This role is pivotal in contributing to Keele University's position as a leading academic campus community providing outstanding facilities to students undertaking study and research, visitors and the local community.

About the Role



Main duties and responsibilities

- Lead the service to position Keele as a leading higher educational environment in respect of community safety.
- Lead and manage an effective, safe and responsive customer-led Campus Safety service. Work with the University Warden to provide high standard of out of hours services to the campus and ensure effective response to student crisis.
- Work as part of the University Incident Management team to:
  - ensure oversight and management of incidents
  - ensure the continuous improvement of, and compliance with, the Incident Management Policy and related procedures
  - be responsible for protocols related to security, and the safeguarding of staff and students
- Take responsibility and offer guidance on risk assessments and mitigation for planned events and serious incidents, including under Student discipline Regulations and external notifications of any risks affecting campus.
- Continually monitor the external environment including legislation to assess changing policies, potential risks, opportunities and threats to security within the regional and national higher education community and wider community safety network.
- Work with the University Warden and Head of Student Wellbeing on key safeguarding issues, such as students and visitors aged U18 and Prevent.
- Delivery of internal training and testing of emergency plans together with regular review, in liaison with the Head of Incident Management and Business Continuity.
- Undertake regular benchmarking to inform service improvement and developments. Maintain an up-to-date knowledge and application of all relevant legislation and industry practices updating procedures as necessary.
- Support the delivery of the University Travel and Transport Strategy, with specific responsibilities leading parking management and enforcement, identifying strategy improvements via external benchmarking and user feedback, and through liaison with local Transport Providers and Local Authorities to drive improvements in public transport services for the University and its users. Lead the team to manage parking and security for specific campus events, including open days and conferences.
- Manage, develop, and monitor the campus CCTV system to provide a safe environment, in line with legislation and University policy.
- Ensure awareness raising activities and communications are delivered to all campus community service users.
- Provide specialist advice on security matters for all new/refurbishment projects.

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- Act as an ambassador of Keele University by attending, networks, forums and through the development of third-party partnerships.

Supervision / Staffing / Resource Management

- Lead, manage and develop the Campus Safety Team, which will include supporting professional development and setting team and individual Key Performance Indicators.
- Ensure equity, diversity and inclusion priorities are at the heart of service provision.
- Motivate and manage staff within the team to ensure that they provide excellent service to all internal and external customers.
- Manage staff in line with relevant University policies and procedures.
- Ensure staff have appropriate licensing to perform their role, including to SIA regulation and industry standards.
- To monitor operational staffing and resource levels in order to ensure service continuity and resilience and that appropriate shift rotas are published and that payroll processes operate correctly.
- Ensure appropriate training frameworks are in place for staff, including mandatory training (University and regulatory) and specialist training, including areas such as mental health, suicide prevention, crisis response.
- Ensure support frameworks are in place for staff, such as debriefing arrangements
- Accountable for the development and management of detailed annual budgets for Keele University Campus Safety Team, and the parking management and enforcement.
- Ensure the Keele University Campus Safety Team utilise IT systems and databases to ensure effective delivery of services including liaising with other appropriate University departments.
- Direct and encourage the team in attending appropriate local, regional, and national association agencies and external agencies to enhance their personal development and sharing of best practice.
- Be responsible for Health and Safety compliance and risk management within the Campus Safety Team, and the Parking Management and Enforcement Teams.

Team Work

- Work as part of the Student Services team to ensure student safety, support and experience is at the forefront of the services.
- Support the Head of Campus Life to thoroughly and proportionately risk assess events occurring on Campus and ensure appropriate measures are in

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place, for example, Graduation events, Open Days, Campus Life events and to support Freedom of Speech principles.
- Work as part of the Estate and Commercial Services team to manage the built estate from a legislative compliance perspective.
- Work proactively with colleagues within Estate and Commercial Services, Health& Safety Manager and Student Support and Success in ensuring a safe and secure campus.
- Work proactively with the Library Manager to provide 24/7 security of the facility.
- Contribute to departmental policies and procedures development and monitor regularly to ensure compliance.

Communication
- Communicate effectively across a wide range of audiences, including students, staff and external parties, especially during incident management duties.
- Proactively communicate with key individuals within the University in relation to the services offered by the Campus Safety Team, and the Parking Management and Enforcement Teams.
- Lead & maintain a close working relationship with external stakeholders including the police, other emergency services, local council highways, local authorities & the Parish council.

This job description is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post-holder. These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

In addition, University staff are expected to:

We believe that diversity in its many forms is a strength that underpins the exchange of ideas, innovation and debate. We are committed to providing an environment in which all members of our community can reach their full potential and are treated with dignity and respect.

Our policy and procedure framework has been developed to ensure that we meet our statutory obligations whilst also setting out the obligations of colleagues

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to contribute to providing an inclusive environment for all, irrespective of an individual's background, views or beliefs.

All University staff are expected to:

Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.

Adhere to regulations and procedures relating to data protection and information security.

Co-operate with the University in ensuring as far as is necessary, that Statutory Requirements, Codes of Practice, University Policies and Procedures at both University and Departmental level are complied with.

Ensure robust procedures and processes are followed for services and products that are procured and undertaken in line with prevailing legislation, statutory obligations and policies.

Adhere to the University's environmental policy and procedures and seek to implement mechanisms which will enhance environmental sustainability within your area of responsibility.

Undertake continuing Personal/Professional Development and to engage with appropriate development activities to ensure that your skills and knowledge enable you to meet current and future role requirements.

Contribute to the delivery of the University's Vision and Values as appropriate to your role. Further information regarding the University's Values and Behaviours Framework can be found on the Staff Intranet which has been put in place to underpin how we work together in delivering an environment which values both difference and inclusion.



The Person



The Person

Selection Criteria	Essential (E) or Desirable (D)	Evidenced by: Application (A) Interview (I) Test (T) Presentation (P)
Qualifications / Training		
Educated to degree level or substantial equivalent experience.	E	A
Evidence of continuous professional development	E	A
Membership of relevant industry body	D	A
Higher degree in a relevant discipline	D	A
National qualification or relevant experience in crime reduction and emergency planning	D	A
Experience		
Significant line management and leadership experience with proven successes at leading teams delivering a range of community safety outcomes.	E	A,I
Substantial experience from a campus safety/security background and experience of implementing safety/security strategies.	E	A,I
Experience of managing challenging situations/responding to crisis	E	A,I
Experience of delivering targets against KPI's,	E	A,I
Experience of partnership working with external agencies to support strategic objectives	E	A,I,P
Experience of dealing with customers and providing excellent customer care and the ability to promote this within own team	E	A,I
Experience of leading and delivering change in a complex organisation	E	A,I
HE Sector Experience	D	A
Skills / Aptitudes / Competences		

The Person



Ability to lead with inclusivity, respect and fairness to support student/staff safety at the forefront of service provision	E	A,I,P
Ability to lead by example and to motivate and develop individuals to create a positive culture	E	A,I,P
Ability to identify opportunities for service development, growth, and diversification	E	A,I,P
Exceptional communication, influencing, negotiation and complaint handling skills in the pursuit of excellent customer service	E	A,I
A team player who works cooperatively and flexibly with both colleagues and clients in a solution focused way	E	A,I
Excellent understanding of financial responsibilities including analysis of budgets and forecasts	E	A,I
Knowledge of CCTV and physical security national guidance	E	I
Proficient in Microsoft applications (excel, word, PowerPoint) with the ability to write high level reports	E	A,P
Other		
An excellent understanding of GDPR	E	A,I
Able to meet travel requirements of the role including meetings throughout the local area and some national travel	E	A,I
Ability to meet the needs of the business including occasional evening and weekend working, overnight stays and on-call rota responsibilities	E	A,I
Commitment to ongoing learning and personal development	E	A,I

Further Information



Further Information

Closing date for applications: 24th November 2026

Interviews will be held on: 18th December 2026

How to apply
For full post details and to apply, please visit: www.keele.ac.uk/jobs.

Keele University employees wishing to apply for this vacancy should login to Employee Self Service and click on the 'View current vacancies' link.

Eligibility to work

This post is unlikely to meet the relevant criteria to allow the University to issue a Certificate of Sponsorship. Applications from candidates who require a Certificate of Sponsorship to work in the UK will be considered against the requirements stated in the recruitment documentation. Recruitment decisions will be made in accordance with the UK Visas and Immigration guidance.

Clearances

Please note this appointment is subject to both medical clearance by the University's Occupational Health provider and a satisfactory Disclosure and Barring Service check.

References
You will be asked to supply details by two individuals (three if you are applying for an academic or research post), that can provide relevant and credible insights into your employment details and suitability for the role. This will include a reference from your current line manager (or most recent line manager if currently unemployed), and your next most recent employer (where applicable). In providing these details you are giving the University permission to request personal information about you from your referees, which may include confirmation of your previous salary, disciplinary and work history.

Further Information



For graduates or candidates with limited work experience, references may be provided by individuals who can speak to your achievements and skills in other areas such as academia, volunteering or extracurricular activities.

With your consent, the University may request additional references if it is felt these are necessary to provide a more comprehensive understanding of your suitability for the role.

Further information regarding references can be found here:
www.keele.ac.uk/jobs/vacanciesfaqs

Disability Confident
Keele University is committed to taking positive steps to employ, keep and develop the abilities of disabled staff and has been awarded the disability symbol. We undertake to offer all applicants with a disability and who meet the minimum essential criteria an interview. If you wish to be considered under this scheme, please indicate this by selecting 'Yes' in the Guaranteed Interview Scheme Section of your application. You can also provide specific information of any requirements / adjustments you may require to assist you during the recruitment process within this section. For advice or guidance please contact the Recruitment Team email: vacancies@keele.ac.uk.

The information you provide on your application will be forwarded to the recruiting area so that they may consider whether they can facilitate your requested adjustments. Please note that if you do not indicate that you wish to be considered under the Disability Confident scheme in your application, you will not be considered under this Scheme.

Alternative formats
If you have any other requirements that will help you access the application or interview process, or require documents in alternative formats, please contact vacancies@keele.ac.uk.

About Keele



About Keele

We're Keele and we're different. Founded 75 years ago to meet the demands of a new kind of society, economy and world, our principles resonate now more than ever.

We are a campus university with **over 15,000 students**, nestled in 600 acres of Staffordshire countryside and just an hour from Manchester and Birmingham. It's a big campus but a small and cosmopolitan community, with space to think and plenty to do.

Our research seeks to **improve lives and address the most pressing challenges** across our region, country, and world. Our academics are actively studying matters of global importance: from food security, climate change and smart energy, to neglected tropical diseases, global health and sustainable futures.

As well as **world-leading research** (Research Excellence Framework, 2021), Keele also sets the gold standard for teaching, with some of the most satisfied students in the country – in 2022, students ranked us **"Britain's best university"** in the Student Crowd University Awards, and in 2023 we were awarded the **highest rating of "Gold" overall** in the Teaching Excellence Framework.

For more information about the benefits of working at Keele University, visit www.keele.ac.uk/jobs.