

Gatehouse Officer

Job Ref:REQ240566

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

To undertake duties as directed at the University main entrances controlling vehicular access onto campus. The post holder will be the initial point of contact for people arriving at the University and will be responsible for allowing access and directing visitors to the correct buildings and car parks. They will also be required to explain University arrangements for access and parking and to refuse access to unauthorized vehicles.

Job Grade: Operational services Grade 2

Job Purpose: To work as part of the University gatehouse function within the Security section.

Your priorities will be controlling vehicle access onto campus, directing visitors where necessary and refusing access to unauthorised vehicles.

Job Duties

1. Understand and action University access and parking arrangements.
2. Issue temporary permits in line with current policies and instructions.
3. Give directions and offer assistance to visitors to the University.
4. Open and secure Gatehouse premises as appropriate and ensure a good standard of cleanliness is maintained within the Gatehouse.
5. Monitor roads/barriers using the CCTV system.
6. Liaise with the Security Controller and staff to ensure co-ordination between the Gates and Security patrols.
7. In the event of a barrier failure manually raise and secure the barrier.
8. Carry out all functions connected with the smooth and efficient operation of the Gatehouses, including basic training of new staff where required.
9. Undertake additional duties, if required in connection with degree days, open days, planned security operations, student, or staff demonstrations.
10. Undertake any other duties commensurate with the gatehouse function as directed by Security Managers.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to always observing the University's Equality & Diversity policy and procedures. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Deputy Security Manager

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Skills and abilities	Good verbal communication skills.	1,3
	The ability to deal with dissatisfied customers.	1,3
	Able to react calmly to pressure.	1,3
	Physically fit to the level required for the effective performance of the job.	1,3
	An ability for working with database related IT applications (read-only).	1,3
Qualifications	GCSE English Language Grade C or a minimum 12 months' work experience where it has been necessary to read and understand written English language instructions.	1
Other	Willing to wear uniform.	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a face to face customer service environment.	1

Conditions of Service

The position is Full Time and Open Ended. Salary will be based on the operational services job family Grade 2, £22,011 per annum, plus a 12.5% shift allowance.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>