

## **Security Control Room Officer (1.0FTE)**

**Job Ref: REQ251121**

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployed is identified.**

The postholder will be responsible for matters relating to the safety and welfare of students, staff and visitors; the security of University buildings and other property on and off Campus; the protection of personal property of students, staff and visitors, and the control of traffic and parking as required.

Applicants are encouraged to submit an application that separately evidence's all of the essential/desirable criteria in order to assist with shortlisting.

### **Job Description**

**Job Grade: Operational Services Grade 3**

#### **Job Purpose**

Your main priority will be the safety and welfare of all people connected with or coming into contact with the University.

The role is to oversee the organisation and administration of the campus security control room, with regard to the monitoring and operation of the various security signalling systems, radio system and computerised messaging systems, in addition to the CCTV.

This is a full-time role, working day and night shifts. You will be deployed as part of the University security function, on a shift providing operational support to security patrol officers on a rotating shift pattern of twelve-hour shifts, starting at 6 am or 6pm.

You will also be required to help protect all University property and assist with the regulation of vehicle movement and parking on and around the University site.

#### **Job Duties**

##### **1. Response:**

To respond to reported incidents relating to student support, crime, accidents and antisocial behaviour via all media including email and telephone.

To recognise and deal in an empathetic manner with all reports of students, staff and visitors requiring assistance, dealing professionally with victims of crime, investigating, recording and reporting incidents to the police as appropriate.

Within the boundaries of legal powers and training, to deploy officers to disrupt any persons committing crime and anti-social behaviour.

To take immediate actions to deploy officers safely to the scene of accidents or incidents.

To provide first aid to any visitors to the security gatehouse where necessary.

To undertake all functions necessary to ensure the effective operation of the campus security control room, including the maintenance of records and equipment, and the recording of all incidents by use of the internal management system.

To monitor and respond to incidents observed via CCTV, including the deployment of staff to incidents, saving and recording data when necessary, and to report all faults to the relevant department.

To maintain and update all records and information systems held within the control room in order that accurate information can support operational requirements.

## **2. Respond:**

To respond to reports of fire alarm activations and/or fires, including the overseeing of any building evacuation and to deploy security officers to deal with the incident accordingly.

To respond to all other alarm calls and deploy officers to investigate activations and report faults.

To monitor security staff on patrol ensuring the safety and security of all people connected with or coming into contact with the University.

To deploy security officers in connection with the prevention of antisocial behaviour and to intervene where necessary.

To assist in the prevention of crime and unauthorised entry to the University or specific areas of the campus via monitoring CCTV.

To assist with the control of traffic on campus and the enforcement of traffic regulations by monitoring security officers deployed to undertake the role.

To accept and record found property and seek its return to the owner.

## **3. Gatehouse:**

To provide cover for the Security Gatehouses including gate operation and access control when required.

## **4. General:**

To assist in the training of Security staff in order that there is sufficient experience to cover for all absences, under the direction of the Security Supervisor.

To record incidents in the appropriate format and write accurate incident reports as necessary.

To undertake functions and special duties in connection with the safe running of the University Control room, as directed by the Security Manager.

To agree to work a reasonable amount of overtime as considered necessary by the Security Manager.

## **5. Contacts:**

- Students and their parents or relatives.
- Staff and members of the University Community.
- The emergency services.
- Visitors to the University.
- Contractors and suppliers

### **Special Conditions**

This role is required to be flexible over a 24/7/365 period and the person shall be expected to be flexible on a rota basis.

This post is a rotating shift pattern that will attract a shift allowance of 27%.

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 observing the University's Equality & Diversity policy and procedures at all times. 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, First Aid and Security Industry Authority Licencing

### **Organisational Responsibility**

Reports to the Security Supervisor.

## Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. 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 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Experience of recognising distress or vulnerability and reacting accordingly	1,2
	Experience of dealing with situations in a calm and empathetic manner	1,2
	Experience of working in an environment requiring good written and verbal communication skills	1,2
Skills and abilities	Ability to work as part of a team and to collaborate with others.	1,2
	Physically fit, to the level required for the effective performance of the job.	1
	Competence in IT skills including Microsoft Word.	1,2
Qualifications	GCSE English Language grade C or equivalent work experience.	1
Other	Eligible for SIA Licensing under the terms of the SIA criteria relating to criminality, mental health, the right to work and other information.	1
	5 year/or back to school checkable work record	1
	Pass a basic DBS check before commencing role	1

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of dealing with stressful situations	1,2
	Experience of working within a security control room environment	1,2
Training	Possession of a valid First Aid at Work Certificate or equivalent	1
	Possession of a Security Industry Authority (Door supervisors) licence or equivalent	1

## Conditions of Service

The position is full time (1.0FTE) and open ended. Salary will be based on the operational services job family, grade 3, £24,794 - £26,230 pro rata, per annum, plus 27% shift allowance. A starting salary to be confirmed on the offer of appointment.

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/>