

ABOUT LOUGHBOROUGH UNIVERSITY

CORPORATE SERVICES

SECURITY COORDINATOR

JOB REF: REQ15843

OCTOBER 2015

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

Job Grade: Operational Services Grade 5

1 Job Purpose

The Security Coordinator will assist the Security Manager in managing a traffic service across the whole University. The post holder needs to ensure that the service is cost-effective and be pro-active in providing the best possible service for students, staff and visitors. The post holder will be responsible for the administration team and the Gatehouse/welcome function.

2 Job Duties

In conjunction with the Security Manager

- 2.1 To provide direction in traffic service matters, particularly car parking management to the main campus, halls of residence and partners. Deliver the service levels that meet customer needs. Develop the capabilities of the operation to ensure that there is continual improvement and to implement enhanced traffic systems.
- 2.2 To play an operational part in the monitoring and improvement of traffic figures related to unauthorised actions, or unauthorised access, on and against the University's property.
- 2.3 To maintain effective ways in which traffic systems may be managed at the University and to make maximum use of the personnel and resources allocated for this purpose. Through the Security Manager, assist with benchmarking of services with other organisations inside and outside the HE sector and to ensure ongoing commitment to value for money.

- 2.4 To assist with ensuring that preventive policies, methods and systems are carried out to minimise traffic issues.
- 2.5 Under the direction of the Security Manager to implement the University's policies concerning motor vehicles particularly control of entry to the campus, parking and licensing and to be operationally responsible for traffic management generally in alignment with the Car Park Management Strategy.
- 2.6 To manage, organise and assist with recruitment and training of the traffic team and security admin staff to meet the University's traffic policy. Monitor performance and develop staff to deliver the requirements of the section.
- 2.7 In conjunction with the Security Manager identify objectives and priorities for the traffic team and to use their resources in a flexible way in order to achieve maximum effectiveness and value for money in a pro-active as well as reactive way.
- 2.8 To work closely with the Police, particularly the local Beat Officer.
- 2.9 In conjunction with the Security Manager ensure that the traffic team record and investigate complaints made by local residents which concern traffic issues by University students and to report relevant cases through the Security Manager to the Chief Operating Officer.
- 2.10 To assist with investigation (in association with the Health and Safety Manager and heads of departments where appropriate) accidents and incidents on University property or affecting University students, staff and visitors
- 2.11 To use initiative in maintaining an awareness of developments in the traffic industry in technology practices and techniques and to be aware of traffic issues and incidents in other University's and similar academic institutions, also at sites and premises in the area and locality of Loughborough University.
- 2.12 To prepare progress and submit traffic incident reports in a timely manner to appropriate staff.
- 2.13 To review and submit wages and holiday sheets.
- 2.14 To understand and implement Health and Safety policies and requirements for yourself and others, commensurate with your level of responsibility within the Section to enable you to discharge your other duties and responsibilities safely. To assist with and coordinate, regular audits on the traffic team's work in conjunction with Safe Systems of Work.
- 2.15 To assist in monitoring budgets and to assist with managing resources allocated for traffic purposes.
- 2.16 To carry out any reasonable security related instructions as directed by authorised persons.

2.17 To play a proactive part in events management making sure those events are coordinated so that the University has an overview of numbers of people and expected traffic flow for the University during events.

2.18 To be capable of presenting to students and staff on work-related topics.

3. Communication

3.1 To work as an active member of the Corporate Services team.

3.2 To be the main contact on any traffic matter.

3.3 Contact with Police agencies.

3.4 To communicate with the wider University community.

3.5 To attend and play a proactive part in external networking events to achieve and implement best practice. To work with other HE institutions and private providers for benchmarking services and providing value for money.

4. Training

4.1 To train traffic and admin staff as appropriate and facilitate external training as appropriate.

4.2 To attend appropriate personal development courses.

4.3 To heighten awareness of staff, students and visitors in security related matters.

4.4 To ensure that members of the traffic and admin team are suitably developed and to proactively promote development and succession.

4.5 To ensure that systems are in place for recording and monitoring of key competencies and development.

5. Authority

5.1 To be responsible for the delivery of the core duties.

5.2 To monitor an operational budget delegated by the Security Manager specifically in terms of shift and overtime costs.

5.3 To initiate, promote and ensure completion of processes.

5.4 Such other authority specifically delegated.

6. Limits on Authority

6.1 Not to place an order or purport to place an order for the supply of goods and services over agreed limits without prior approval of the Corporate Services Department.

6.2 Not to discipline an officer of the trades union or dismiss staff.

7. Functional Contacts

- 7.1 Corporate Services team members.
- 7.2 Salaries and Wages office.
- 7.3 All line managers within the Corporate Services Department.
- 7.4 Other Service Departments within the University.
- 7.5 Central Departments.
- 7.6 Stakeholders across the University.
- 7.7 Local community and external service providers.
- 7.8 Human Resources and Staff Development sections.

8. Standards of Performance

The required standards of performance will be met when:

- 8.1 The agreed service levels and objectives are being achieved.
- 8.2 Student discipline in respect of traffic offences is carried out in a timely and effective manner.
- 8.3 Processes are operating successfully.
- 8.4 Traffic offence reduction targets are set and achieved.
- 8.5 Policies and objectives are being achieved.
- 8.6 Successful working relationships with other Departments.

9. Special Conditions

- 9.1 This role is required to be flexible over a 24/7/365 period and the person may be required to be flexible regarding working hours.

Other

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.

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>. The University also offers an on-campus nursery with subsidised places, subsidised places at local holiday clubs and camps and a childcare voucher scheme (further details 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.

The University also strives 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/>.

PERSON SPECIFICATION

Security Coordinator

Job Grade: Operational Services Grade 5

	Essential	Desirable	Stage to be assessed
Experience	Experience at an operational management level within the traffic or related industry which has been gained through progressively demanding and influential work areas.		1,3
	Experience of management of teams.		1,2,3
		Experience of interviewing and investigating for discipline purposes.	1,3
	Experience of traffic enforcement procedures.		1, 3
		Experience of developing and implementing effective policies and objectives.	1,3
Skills and Abilities	Proven leadership abilities, enthusiasm, confidence and initiative to be able to lead and motivate others.		1, 3
	Negotiation skills.		1,3
	Ability to identify and solve problems.		2, 3
	Ability to work as part of a team as well as independently.		2, 3

	Essential	Desirable	Stage to be assessed
Skills and Abilities	<p>IT skills sufficient to be able to produce reports and statistical information.</p> <p>Ability to prioritise a demanding workload.</p> <p>Excellent communication skills sufficient to be able to deal with a wide range of people.</p> <p>Ability to present information professionally, in a variety of ways.</p> <p>Ability to develop outstanding working relationships with operational managers, colleagues and wider University Stakeholders.</p> <p>Ability to influence people.</p> <p>Ability to create and implement new procedures across the section.</p>		<p>1, 3</p> <p>1, 2</p> <p>2, 3</p> <p>1, 2, 3</p> <p>1, 3</p> <p>2, 3</p> <p>2, 3</p>
Education	<p>Educated to NVQ level 4 or with relevant police/security experience and training.</p> <p>To have or be prepared to work towards achieving ILM3</p> <p>To have achieved or be willing to work towards achieving the IOSH 4 day Managing Safety certificate.</p>		<p>1, 3</p> <p>1, 3</p> <p>1, 3</p>

	Essential	Desirable	Stage to be assessed
Equality and Diversity	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace		1, 3
Other	To observe the University's Equal Opportunities Policy. Flexibility over a 24/7/365 service is required.		3 3

Stages in assessment:

1= application form at short listing,

2= selection test – i.e. presentation, in-tray exercise, data analysis

3= interview

Conditions of Service

The appointment will be on an open ended contract. Salary is **£23,619 - £28,143 per annum**) starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for **Operational and Administrative** staff, details of which can be found at:

<http://www.lboro.ac.uk/services/hr/a-z/conditions-of-service.html>

Informal Enquiries

Informal enquiries should be made to **Stuart Christie, Mick Wood** by email at: **Securityservicemanagers@lboro.ac.uk** or by telephone on +44 (0)1509 222115

Application

The closing date for receipt of applications is **Friday 27 November 2015**.