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| **Post Details** | | **Last Updated: 24/2/23** | | |
| **Job Title** | Campus Safety Officer | | | |
| **Job Family & Job Level** | Operational Services | | **Job Level** | 2B |
| **Responsible to** | Campus Manager | | | |
| **Responsible for** | N/A | | | |
| **Job Purpose Statement**  As part of the Campus Safety team and under the guidance of their Campus Manager, this role will be responsible for ensuring the safety of the University campus, overseeing the welfare of those working, studying, and visiting the University as well as dealing with emergencies.  The post holder will be part of the team checking on working practices and advise accordingly to ensure the safety of both internal staff/students and external visitors/contractors, to respond to calls for assistance across the University and where necessary to deal with disciplinary concerns and disorder. | | | | |
| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) | | | | |
| 1. The post-holder will be dealing with a variety of enquiries on a day-to-day basis, and is expected to respond to all calls as directed by their Campus Manager and Control Room operator. These calls will be varied in nature and an ability to adapt to situations is needed. 2. The post-holder will be responsible for patrolling our campuses including Hazel Farm and Manor Park, identifying any areas of concern, with regards to both physical spaces but also suspicious activity. 3. They will be responsible for ensuring the compliance with health and safety procedures and also for accurately recording incident logs 4. Due to the nature of the role, the post holder is likely to come into contact with students who are suffering from mental health difficulties and the post holder will be required to deal with these in the appropriate way, using their judgement to decide on the best next steps for the student. 5. The post-holder will be the first point of contact for disputes that occur within our halls of residences and will be required to talk to groups of students in order to resolve any disagreements. 6. The campus safety team is also often the first place our students turn to when they are in distress, this can mean that if a student has been attacked, harassed or abused they will come to security for welfare and support. The post-holder will be expected to understand this and have a confidence in dealing with these situations with the necessary discretion and empathy. 7. After 5pm, the campus safety team are one of the only teams that are available to staff, students and visitors. This means the role has a significant front of house aspect, in which the post-holder must feel comfortable dealing with a range of enquiries.   **N.B. The above list is not exhaustive.** | | | | |
| All staff are expected to:  * Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with Equal Opportunities Policy. * Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. * Follow departmental policies and working practices in ensuring that no breaches of information security result from their actions. * Ensure they are aware of and abide by all relevant HCCS Regulations and Policies relevant to the role. * Undertake such other duties within the scope of the post as may be requested by your manager. * Work supportively with colleagues, operating in a collegiate manner at all times.   **Help maintain a safe working environment by:**   * Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. * Following local codes of safe working practices and HCCS Health and Safety Policy. | | | | |
| **Elements of the Role** | | | | |
| **Planning and Organising**  It is expected that the post holder will plan and prioritise those tasks received via their Team Leader, in order to ensure they are carried out within agreed timescales and according to priority. This will require the post holder to demonstrate initiative in the arrangement of their immediate work priorities, including successfully managing any conflicting demands in request priorities, possessing a basic awareness of the options available and being able to make effective and appropriate decisions in order to ensure the safety and welfare of those within the University. | | | | |
| **Problem Solving and Decision Making**  The post holder will deal with a variety of routine and non-routine issues within their own area of work. On a day-to-day basis, appropriate courses of action will often be a matter of choice, influenced by prior exposure and through reference to well-defined procedures. More challenging situations will arise requiring a higher degree of decision making. In these cases, the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action. Guidance is available and there is an expectation that complex issues/conflicts are referred to their Team Leader or the Deputy Head of Security Services for guidance or resolution | | | | |
| **Continuous Improvement**  In order to ensure the continuing success of our campus safety team, the post holder is expected to take a pro-active approach and to actively seek to identify and suggest any areas of improvement. | | | | |

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| **Accountability**  Not closely supervised; however, they are expected to report to the Campus Manager as required to ensure a well-coordinated operation.  Expected to comply with clear and established procedures and health and safety regulations. Errors in judgement or failure to follow procedure could impact upon the health and safety of those within the University, although the risk is relatively low. | | |
| **Dimensions of the role**  The post holder is not responsible for the supervision of other members of the team and does not hold budget responsibility.  Liaison with staff and students plays a major part of the role. Externally the post holder will liaise regularly with contractors and visitors to the University.  The post holder will work closely with Surrey Police, the residence life coordinators, OSCAR and the Students’ Union in order to share information to try to prevent crime occurring within the University. | | |
| **Supplementary Information**  This role will involve split shift work and therefore an understanding of this is required. | | |
| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. | | |
| **Qualifications and Professional Memberships** | |  |
| First Aid or willingness to undertake training | | E |
| SIA or willingness to undertake training | | E |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | **Essential/ Desirable** | **Level**  **1-3** |
| Previous relevant work experience e.g. security or customer services | E | 2 |
| Ability to handle sensitive situations in a confidential manner | E | 2 |
| Ability to handle sensitive situations in a confidential manner | E | 1 |
| **Special Requirements:** | | **Essential/ Desirable** |
| Full clean manual UK Driving Licence will be required to drive the University Security Vehicles. | | E |
| Willingness to undertake training in fire safety awareness and put it into practice if needed | | E |
| To work a shift system, covering 24 hours a day, 365 days a year | | E |
| Ability to lift reasonable loads | | D |
| DBS Clearance | | E |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | | **Level**  **1-5** |
| Communication  Adaptability / Flexibility  Customer/Client service and support  Planning and Organising  Continuous Improvement  Problem Solving and Decision-Making Skills  Leadership/Management and Teamwork  Creative and Analytical Thinking  Influencing, Persuasion and Negotiation Skills  Strategic Thinking | | 3  2  2  1  1  1  1  1  3  N/A |
| This Job Purpose reflects the core activities of the post. As the Department and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. HCCS expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.  Should significantly changes to the Job Purpose become necessary, the post holder will be consulted, and the changes reflected in a revised Job Purpose. | | |

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| **Organisational/Departmental Information & Key Relationships** |
| Background Information/Relationships  The University Campus Safey Department provide a 24/7 response to incidents involving Students, Staff and our visitors. We have extensive CCTV coverage across campus and our staff work with colleagues in Estates Facilities and Commercial Services to deliver a coordinated response to emergency and non-emergency incidents.  The post holder will work closely with other team members and also with the broader Campus Safety Department. There may be regular liaison with other departments over matters such as safety and planned events (e.g. Health & Safety Dept., Student Union etc). |
| Department Structure Chart Head of Campus Safety  Deputy Head of Campus safety  Campus Manager(s)  Deputy Campus Manager –  Campus safety officers |