

Post Details		Last Updated: 03/05/13	
Faculty/Administrative/Service Department:	Campus Safety- Campus services		
Job Title:	Control room Operative		
Job Family & Job Level	Operational Services	Level 2b	
Responsible to:	Deputy Head of Campus Safety		
Responsible for:	n/a		

Job Purpose Statement

To provide a dedicated Control Room service, ensuring that in liaison with the Campus Manager, Campus safety Officers attend incidents in a timely manner and that a coordinated approach to developing situations is achieved. This role also acts as a central point for the management and control of alarm systems and controls throughout the site.

As part of the campus safety team, this role contributes to ensuring that staff, students and visitors are provided with a comprehensive security service that enables teaching, learning, living and recreation to take place in a safe and secure environment.

Problem Solving, Accountability and Dimensions of the role

The post holder will operate on a day-to-day basis as part of a small team, with minimum day-to-day supervision from the Campus manager. This is a largely reactive role, requiring the post holder to demonstrate initiative in the arrangement of their work priorities. The post holder must possess a basic awareness of the options available and be able to make effective and appropriate decisions according to priority and to ensure the safety and welfare of those within the University.

The post holder is expected to be a strong and effective communicator and will need to convey key information obtained through CCTV or the telephone/radio concisely and clearly, effectively identifying the most salient information to pass onto patrolling Campus safety Officers or Police.

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 and regulations, 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 the Deputy Head of Campus Safety for guidance or resolution.

The post holder is responsible for ensuring compliance with health and safety procedures and record keeping procedures when logging incidents. Errors in judgement or failure to follow procedure could impact upon the personal safety of the post holder or result in other people being placed at risk.

The University is a diverse community, accommodating students and staff from a variety of cultural and ethnic backgrounds. The role will impact on all persons on the University campus both at the Stag Hill and Manor Park sites. The post holder is responsible for ensuring the security and safety of university premises and their contents at all times. Due to the nature of this post, there is a potential for errors of judgment to impact upon the health and safety of those within the University, although the risk is relatively low. The decisions made within this role will either impact upon significant sections of the campus and its associated areas or will impact University wide. Errors in judgement have the potential for high levels of impact, both financially and on the health and safety of those within the University.

The post holder is not responsible for the supervision of other members of the team and does not hold budget responsibility.

**Background Information/Relationships**

Estates, Facilities and Commercial Services are responsible for the planning, development and maintenance of the University Estate and provide support services to all faculties and departments in the University. The

Estate is a key element for the marketability of the University. EFCS are responsible for the first impression of the organisation and managing the internal environment to ensure that staff, students and visitors have a positive experience.

Estates & Facilities Management has eight main sections:

- Administration & EFM Help Desk
- Facilities Management, including Operations and Central and Residential Services (C&RS)
- Projects
- Landscape Design & Maintenance
- Sustainability & Environment Management
- Security
- Distribution
- Commercial Services

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).

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 and Students' Union to share information to try to prevent crime occurring within the University.

This job purpose reflects the core activities of the post. As the Department/Faculty 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. The University 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.

**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	Essential/ Desirable	
SIA CCTV Licence	D	
GCSE, O Level or equivalent vocational qualification	D	
Customer Care qualification	D	
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 Families Booklet).	Essential/ Desirable	Level 1-3
Full knowledge of the Security Provision	E	2
Previous experience of providing customer care	E	2
IT (basic skills)	E	1
Knowledge of Crime Prevention Procedures	E	2
Fire Awareness Trained	E	3
Special Requirements:	Essential/ Desirable	Level 1-3
Full UK manual Driving Licence is required to drive the University Campus Vehicles.	E	2
Ability to work a shift system, covering 24 hours a day, 365 days a year	E	2

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 1-3
Communication	2
Adaptability / Flexibility	2
Customer/Client service and support	3
Planning and Organising	2
Teamwork	1
Continuous Improvement	2
Problem Solving and Decision-Making Skills	2
Leadership / Management	n/a
Creative and Analytical Thinking	n/a
Influencing, Persuasion and Negotiation Skills	n/a
Strategic Thinking	n/a

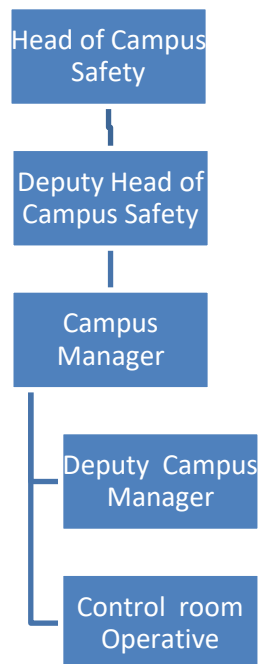
### Organisational Information

All staff are expected to:

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.

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 the University of Surrey Health and Safety Policy.
- Excellent environmental performance is a strategic objective for the University of Surrey. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your Manager.



## 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) and should be read in conjunction with the accompanying Job Purpose.

1. Staff the Campus Control Room and operate all functions to agreed levels, including CCTV, alarm/control management systems, telephonic/radio system.
2. Operate the University CCTV System; providing initial management and co-ordination of incidents and in liaison with the Campus manager directing Campus safety Officers to attend incidents
3. Creating and maintaining accurate records on the department Incident Recording System in a timely manner.
4. Manage the University Access Control System
5. Monitor and co-ordinate the response to alarms via BMS or other systems
6. Maintain the department keys, including logging keys in/out and keeping accurate records.

N.B. The above list is not exhaustive.