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**Campus Security Officer**

**GRADE 3**

**Job Purpose**

Provide professional, flexible and reliable in-house security, safety and traffic management services to all staff, students and visitors, and University properties. Personally deliver a front line customer centric approach to enhancing the student experience.

**Main Duties and Responsibilities**

1. Deliver a friendly, proactive, customer centric security support to all staff, student and visitors to University campuses. Personally take action to resolve security issues and deliver an excellent support service to enhance the student experience.
2. Deliver a full range of delegated support services including directional information, access to services for campus users including contractors and visitors and provide reception and security support services to events.
3. Signpost and advise students, staff or visitors to correct support services both internally and externally. This may involve interacting with students in periods of distress/crisis and supporting international students.
4. Provide support and first response to fire alarms, building alarms, safe zone activations and emergency situations, and provide first aid, evacuation chair/lift support and act as Fire Warden.
5. Montor the campus on both foot and vehicle patrols to deliver a safe environment and carry out checks of University buildings and car parking areas to prevent the risk of fire, flooding, accident and intrusion.
6. Monitor CCTV and other systems, and carry out two-way effective communications using radios, in line with GPDR regulations, and support internal control room duties of incident management, issuing of equipment and alarm activation management.
7. Monitor standards of behaviour including control of substance abuse, violence, language, noise, theft, nuisance etc throughout the University and report via the correct system e.g. to Support Services and the Student Conduct Team. Accurately complete investigation reports and records of all security occurrences.
8. Respond to critical incidents and all aspects of traffic management, ensuing roads are free from obstruction, and be competent in the use of technology to support these duties such as handheld devices and the use of body-cams. Escalate and report any compliance or emergency issues.
9. Support proactive fault and maintenance reporting to the Estates and IT helpdesk, and alongside the Facilities Team, assist in the coordination of contractors on-site by following policy and ensuring the day-to-day work of buildings is not disrupted.
10. Occasional duties:
    1. Attend court or any other formal or lawful proceedings to represent the University as a witness where requested.
    2. To assist in emergency cleaning e.g. externally, body fluid spillage, litter picking and emptying waste receptacles out of hours.
    3. Support gritting and snow clearing of main paths and car park areas.
    4. Complete periodic compliance checks of buildings e.g. fire safety checks, lighting inspections etc and complete accurate records.

**Qualifications**

Either: Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role.

Or: Scottish Credit and Qualification Framework level 4 in English and Mathematics (National 4) or equivalent, and some experience of working in a similar role.

**Knowledge, Skills and Experience**

* Knowledge and experience of security services including building access control and CCTV systems.
* Knowledge of the University, relevant policies and procedures (such as the policy for safeguarding), systems and geography, along with a working knowledge of services provided by University Services.
* Understanding of relevant Health & Safety policies and procedures, including manual handling, fire safety and security, COSHH, GDPR, first aid (including mental health first aid) and evacuation chairs.
* Ability to successfully work in a multicultural environment interacting with international students, staff and visitors, some of whom may be in distress.
* Full clean UK driving licence.
* Ability to carry out regular surveillance patrols both on foot and in vehicles.
* Proactive, self-motivated, flexible and enthusiastic approach to work and effectively manage own time.
* Customer service skills and experience of providing front line customer focused security or facilities services.
* Excellent written and verbal communication skills.
* IT skills, to include MS Office and Outlook.
* Development of own skills and knowledge by participating in training relevant to the role.