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**Security Duty Manager**

**GRADE 5**

**Job Purpose**

Manage a team of Campus Security Officers to support the Security Operations Managers and Head of Security to deliver the principles of the Security Strategy. Mange critical incidents as a first responder, using initiative and judgement to manage the course of action during initial critical points, including out with normal operating hours.

**Main Duties and Responsibilities**

1. Manage a control room environment, directing security team members to carry out daily patrols and to provide practical support and respond to fire alarms, building alarms, SafeZone activations and emergency situations, and provide first aid, evacuation chair/lift support. Respond to notifications from staff, students and visitors with disabilities where assistance may be required.
2. Deliver friendly, professional, customer centric security support to all campus users to enhance the student experience and reduce crime and opportunities for crime across University campuses. Maintain a high profile with customers and personally take action to resolve security issues.
3. Manage safeguarding incidents, by providing first responder support, including signposting of internal and external support services to students in distress/crisis and the international student population, and escalating to Student and Academic Services as appropriate.
4. Ensure all security team members deliver a full range of security and support services e.g. directional information, access requirements, reception and security support services.
5. Prepare regular security incident management reports and briefings for hand over and recommendation for action. Provide regular information, updates and reports to Head of Security and Operations Managers, including analysis of data to identify trends and operational service priorities.
6. Participate in recruitment and selection, and induction of new team members. Manage and support probation and performance within teams to ensure appropriate standards are met and undertake Performance & Development Reviews to support a culture of continuous development.
7. Resolve employee issues in conjunction with POD using University Policies and Procedures, such as disciplinary, grievance, attendance, and build relationships with local TU representatives in an open, honest, and transparent manner.
8. Ensure all safety conversations, Toolbox Talks and training is completed by team members to support the Compliance Team and assist in testing emergency life equipment and implementing a training program to cascade to teams.
9. Support Operations Managers when planning and organising events within the University, through preparation and implementation of operational work plans. Ensure minimum staffing levels are in place to support operational requirements and manage annual leave and training requests.
10. Contribute to continuous development of the Service by using skills in an innovating manner and enhancing the service provision by reviewing operational processes, procedures and protocols. Support the migration of all security systems and devices used for SafeZone, and car parking management and support the delivery of the BS7499 and ISO 9001 standards of Manned Guarding to achieve appropriate accreditation for a Security Control Room.

**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 7 (Higher / Scottish Vocational Qualification level 3, Higher National Certificate) or equivalent, and experience of personal development in a similar role.

**Knowledge, Skills and Experience**

* Knowledge of relevant Health & Safety policy and procedures e.g. first aid, evacuation chair, COSHH, Fire Regulations and Manual Handling Regulations.
* Supervisory and team leadership skills and experience.
* Ability to respond to operational and service requirements and identify incidents developing and work in a calm manner either individually or as part of a team to proactively reduce risk to staff, students and property.
* Interpersonal and communication skills including report writing.
* Knowledge and experience of working in multicultural environments, interacting with international students, staff and visitors, some of whom may be in distress.
* Initiative and judgement to resolve problems independently and/or through a support team.
* Flexible approach to planning, organising and prioritising.
* Customer service skills and experience of providing front line customer focused security or facilities services.
* IT skills including MS Outlook, Word, Excel, PowerPoint and websites.
* Full clean UK driving licence.