

# Security & Safety Assistant



## ROLE DESCRIPTION

### GRADE

Grade 2 (plus 4% shift allowance and 311 hours of guaranteed overtime.)

### LOCATION

Throughout the University Estate.

### LINE MANAGER

Security Supervisor

### ROLE SUMMARY

This role reports to the Security Supervisor and is responsible for ensuring a safe and secure University Estate for students, staff and visitors, supporting the University Strategy and delivering excellent customer service.

The role is within the Property and Facilities Department which is one of the largest professional services department within the University and is responsible for the management and development of the University Campuses, Ancillary Facilities, Student Accommodation, Conferencing and Events, Catering, Facilities Services, Print and Document Services, Logistics and ENgage gym.

### LINE MANAGEMENT RESPONSIBILITY FOR:

This role does not have any line management responsibilities currently.



## MAIN DUTIES AND RESPONSIBILITIES

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- Ensure a first class customer experience and advise, support and direct customers as appropriate. Assist in communication channels across the university estate.
- To open and close down buildings, hold keys and control access / egress as required.
- To undertake regular patrols both inside and outside buildings, to note security hazards, report suspicious activity and prevent crime whilst ensuring safety of self and others.
- To enforce University regulations concerning car parking and traffic management; Health & Safety; fire/hazards; use of library/computer suite facilities; security alarms; and data protection. Undertake ID checks across University buildings as required.
- Assist with fire alarm tests and with emergency evacuation of buildings where/when appropriate. Liaise and act as first point of contact with emergency services.
- To act as First Aider and obtain assistance for person/s requiring emergency medical treatment as appropriate. Ensure accident report is completed.
- To use information technology to maintain incident reports, patrol sheets and other relevant documentation.
- To undertake crowd control and car parking duties at University events and carry out enhanced measures during states of alert.
- To operate CCTV and access control equipment, ensuring that equipment is correctly maintained at all times.
- To deal with lost/found property and thefts, initiate enquiries at incidents and act as first point of contact with appropriate authorities. All actions to be co-ordinated through security control room.
- In carrying out patrol duties assist with general checks to buildings and equipment as required. Use of university vehicle/s and radio controlled equipment/systems.
- A flexible approach in assisting with business needs and ensuring customer base receives assistance where appropriate.
- As directed, may also be required to undertake and / or assist with other duties / tasks or any reasonable instruction given by line manager.
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

## PERSON SPECIFICATION

ESSENTIAL

DESIRABLE

### EDUCATION / QUALIFICATIONS

- Educated to Standard Grade level (or equivalent) in Maths and English or extensive relevant experience. ✓

### SKILLS / EXPERIENCE

- Experience in a customer focussed environment, delivering high standards of care to all. ✓
- Proven experience of working face to face with a diverse range of people in a support focussed, disciplined environment. ✓
- Operational experience of security systems; CCTV; fire systems/equipment; and 2 way radio. ✓
- Experience and understanding of Safeguarding. ✓
- Excellent oral communication skills combined with an approachable, personal manner in order to communicate effectively with a diverse range of people in a variety of situations. ✓
- Excellent written communication skills combined with knowledge of Microsoft packages, specifically Word, Excel and Outlook, in order to prepare security reports and written communications. ✓
- A flexible approach with the ability to respond positively and take responsibility in a variety of situations. ✓
- Ability to contribute positively as part of a small team and on own initiative under lone working conditions. ✓
- Ability to undertake security foot/mobile vehicle patrols. ✓
- Working knowledge of GDPR. ✓
- Current UK valid driving licence required to undertake mobile vehicle patrols across all campuses and accommodation sites using University transport. ✓



ESSENTIAL

DESIRABLE

- Satisfactory Disclosure Scotland certification at Police Act Disclosure level will be required prior to taking up post. The University will meet application costs incurred.
- Current First Aid certificate

