

Security & Safety Team Leader



Role Description

GRADE

Grade 4

LOCATION

Throughout the
University Estate

LINE MANAGER

Security Manager

Role Summary

This role reports to the Security Manager and is responsible for providing a safe and secure University Estate for students, staff and visitors by leading a team of Security & Safety Assistants in 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 has line management responsibilities for Security Assistants.



Main Duties and Responsibilities

- To supervise the security of students, staff and visitors to the University Estate and ensure the security of the buildings and contents, focusing on student experience, staff and student safety and agreed SLAs.
- To supervise all security staff to deliver a positive, customer focused service throughout the University Estate, ensuring your team is highly visible and knowledgeable about the University Estate and its people with an ability to communicate clearly too all students, staff and visitors.
- As part of the Facilities Services team, ensure effective and consistent communication is delivered across the security service and with students, visitors and staff. Take a proactive role in assisting with any issues that may arise across the Estate including any Property and Facilities related queries.
- To undertake and supervise logged patrols throughout the University Estate to ensure a safe, secure environment for students, staff and visitors physical high risk areas such as communications/utilises rooms, matters of health and safety and crime prevention.
- Responsible for emergency evacuation of buildings where/when appropriate. Liaise and act as first point of contact with emergency services and implement the University's Emergency Response Procedures as necessary.
- To provide supervisory security cover at key University events and carry out enhanced measures during states of alert.
- To monitor, develop and support the implementation process improvement within the team and ensure any new processes and procedures are understood and followed.
- To monitor the performance of the team and record statistics to evaluate performance e.g. completeness and accuracy of data, incident reports and record outcomes to ensure high standards of service are upheld.
- To take responsibility for the Security team, managing holidays, shift rotas and absence and ensuring sufficient cover is available at all times to provide an effective, customer focused service.
- To take responsibility for the performance and development of the Security team, providing feedback through regular 1:1s, team meetings and the My Contribution process.
- To collect, organise and summarise data from a variety of sources to produce reports as and when required.
- 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.
- To be a First Aider and obtain assistance for person/s requiring emergency medical treatment as appropriate and ensure that an accident report is completed accurately and timeously.
- Work in line with the University's Values Statement which sets out to ensure that the University will be recognised as one which is professional, ambitious, innovative and inclusive. That in our dealings with others we will act with respect and integrity and that we will create an environment in which everyone involved with the university feels proud, confident, challenged and supported.
- To monitor and be proficient in the use of CCTV and access control equipment, ensuring that equipment is correctly maintained at all times.



- Undertake such other duties as may reasonably be required by the Security Manager.
- Role model the University's values & behaviours.
- 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

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|---|---|---|
| • Educated to HNC/D level or equivalent or extensive relevant security experience in a comparable role. | ✓ | |
| • Professional qualifications relating to security/guarding. | | ✓ |
| • Institute of Leadership and Management (ILM) Level 2. | | ✓ |

Skills / Experience

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|---|---|--|
| • Demonstrable supervisory experience of working in a similar Higher Education Institute or Security environment. | ✓ | |
| • Experience in a customer focussed environment, delivering high standards of safety to all. | ✓ | |
| • Proven experience of working face to face with a diverse range of people in a safety focussed, disciplined environment. | ✓ | |
| • An open and collaborative style of management with and an ability to listen with the confidence to reach decisions and determine a clear way forward. | ✓ | |
| • Committed to delivering the highest levels of customer service. | ✓ | |
| • Ability to communicate clearly and effectively both orally and in writing with a range of people at all levels. | ✓ | |
| • Ability to work on own initiative and effectively prioritise effectively a varied and demanding workload. | ✓ | |
| • 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 in a physically demanding role. | ✓ | |
| • Excellent organisational skills and attention to detail, including the ability to plan and co-ordinate policy and practice. | ✓ | |
| • Ability to work well under pressure often to tight deadlines and demonstrating excellent personal resilience. | ✓ | |

• Ability to build effective working relationships with internal and external staff and visitors.	✓	
• Excellent IT skills.	✓	
• Willingness for lifelong learning and development to enhance skills and knowledge.	✓	
• Proactive, "can do" attitude.	✓	
• Full EU driving licence.	✓	
• Decision making skills.	✓	
• Satisfactory Disclosure Scotland certification at Police Act Disclosure level will be required prior to taking up post. The University will meet application costs incurred.	✓	
• Professional qualifications relating to security/guarding.		✓
• Institute of Leadership and Management (ILM) Level 2.		✓
• Operational experience of security systems; CCTV, fire systems/equipment and 2 way radios.		✓
• Demonstrable experience of complying with all statutory and regulatory obligations in relation to security including data protection/GDPR, Fire regulations and Health & Safety legislation.		✓
• Experience of providing wellbeing signposting if required.		✓
• Current First Aid certificate.		✓