

## Role Profile

<b>Role Title</b>	Premises Security Officer
<b>Reporting To</b>	Premises and Security Manager – Hull
<b>Grade</b>	Grade 2
<b>Department</b>	Estates
<b>Version Date</b>	April 2018

### Role Summary:

The Premises Security officer will support the Premises Managers and Premises Security Supervisor with a range of tasks associated with basic safety, security and premises support work of the College estate, Staff, Students and Visitors.

Staff will undertake assigned tasks and discharge their responsibilities effectively and efficiently.

### Key Responsibilities

- Act as key holder for College premises and ensure buildings are available for access at required times. At the end of working day ensuring all premises are secure and alarmed
- Carry out static guard and mobile patrol duties in and around the College estate
- As part of team to staff the control room and monitor operations and CCTV systems. To provide assistance with and investigate and report incidents, including review of CCTV recordings by authorised persons. To direct colleagues and contract staff as required maintaining an effective responsive service.
- Act as a trainer and mentor for security officers employed by the college both in house and contract staff. Attend and speak at College inductions for Staff and Students, contribute to student talks and discussion groups on personal safety, welfare and security.
- Provide a cash in transit service.
- Ensure safe evacuation of College premises on activation of the fire alarm, providing assistance in any way possible to the Duty Manager. Testing of fire alarms and ensuring all fire and safety systems are functional including signage, report any faults to the Premises helpdesk.
- Receive and administer the booking in procedure for contractors and visitors as required, providing any escort duties as may be required for staff, contractors or visitors.
- Monitor and manage car parking including issue of permits, Visitor parking permits and penalty notices
- Identify and report any faults with equipment and premises (whether security related or not) to the premises helpdesk
- Provides portorage duties including moving equipment, furniture and other items/objects as required, courier services e.g. distribution and returns of parcels and goods.
- Carry out minor emergency repairs in keeping with safety and personal capabilities

- Carry out reactive cleaning and ensure that all cleaning waste/rubbish is disposed of in line with college procedures.
- Carry out grounds maintenance tasks, gritting and other external tasks as and when required.
- Flexibility to attend College premises in the evenings, or weekends, as required and to provide emergency cover on a rota basis.
- Assist other estates and premises staff with any other estates and premises related tasks as required to support the operation of the college. Perform such duties as reasonably correspond to the general character of the post, and are commensurate with its level of responsibility.

### **Generic Responsibilities**

- Represent and promote the College brand values internally and externally
- Ensure that the College's internal customers receive an excellent customer service experience in all dealings with the service
- Deliver your day to day duties consistently with the service level agreement
- Promote the College's student first ethos, ensuring that the student experience is uppermost in policy implementation
- Act as a champion for change and improvement and constantly enhancing quality
- Contribute to the annual quality review of the service and the programme of continuous improvement
- Actively promote and act, at all times, in accordance with College policies, e.g. Health and Safety, Equal Opportunities, Safeguarding and Data Protection.
- Actively promote and adhere to agreed College values
- Promote innovation
- Contribute to delivering the College's internal communications strategy, playing a supporting role in ensuring that communications are high quality and that individuals in our workforce are respected
- Participate in the College Annual Staff Performance and Development Review (ASPDR) as a reviewee
- Engage in CPD ensuring that your individuals skills and knowledge are up to date for the role
- Proactively keep up to date with the College's policy framework
- Undertake other duties commensurate with the job level

### Person Specification – Premises Security Officer

	Essential	Desirable	How assessed*
<b>QUALIFICATIONS</b>			
English at Level 2 or equivalent	x		AF/IV/Cert
First Aid Certificate or be prepared to undertake training to qualify as first aider.	x		AF/IV/Cert
Basic IT skills		x	AF/IV/Cert
SIA License or be working towards (Manned Guarding and CCTV)	x		AF/IV/Cert
Manual handling		x	AF/IV/Cert
Hold a Health & Safety qualification		x	AF/IV/Cert
Dispute resolution training		x	AF/IV/Cert
Customer care training			AF/IV/Cert
Hold a current driving licence or working towards		x	AF/IV/Cert
<b>KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)</b>			
Security related experience	x		AF/IV
Experience of working in a customer centered environment	x		AF/IV
Knowledge of security systems		x	AF/IV
Experience of working in a caretaking / building facilities / portering role		x	AF/IV
Good communication skills - oral and written	x		AF/IV
Ability to prioritise workload and organize work schedule	x		AF/IV
Be able to undertake minor repairs (handyperson skills)	x		AF/IV
<b>SKILLS AND ABILITIES</b>			
Able to communicate and work professionally with internal and external customers of the College	x		AF/IV
Be confident and assertive	x		AF/IV
Ability to work effectively as an individual or as part of a team	x		AF/IV
Ability to work flexible hours and patterns (including weekends and evenings)	x		AF/IV
Prepared to retrain if necessary	x		AF/IV

\*Key to how skills are assessed:

AF = Skill assessed via application form

IV = Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert = Certificate checked at interview