



Security Officer			
Faculty / Department:	Estates and Facilities	Grade	Grade C: £28,995 - £31,225
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Security Operations Manager	Responsible for:	N/A
Job Purpose			
Provide a professional, efficient, and approachable security service maintaining a high level of customer service to students, staff, and visitors, to ensure the safety of all university users, and to respond to all emergency incidents to protect life and property.			

Main Activities and Responsibilities
<ol style="list-style-type: none"> 1. Ensure as far as reasonably practicable, the safety and security of all university users. 2. Act as first responders to any given emergency. 3. Provide friendly, courteous, efficient, and effective front-line assistance to students, staff, and visitors, upholding high standards of customer service and being an ambassador for the University. 4. Carry out internal and external patrols across the University estates to ensure the safety of students, staff, and visitors and protect the interests of the University. 5. Undertake access control duties including: static security duties at the entrance / exit barriers of buildings. Internal ID spot checks and controlling access to car parks. (<i>This may include taking payments for event parking</i>). Ensure prevention of unauthorised access and polite removal of unauthorised users. 6. Operate and monitor CCTV and other security systems. 7. Complete relevant manual or electronic / digital records logbooks, shift reports, incident reports etc. clearly, accurately and in sufficient detail. This includes records and witness statements which may be used as evidence in court. Maintain the confidentiality of all information obtained with the course of their duty in line with GDPR, right to privacy, and human rights. 8. Carry out unlocking and locking up procedures in campus buildings. Ensure that buildings are safe to be locked up before securing premises. Be responsible for the safe custody and control of keys and record issue and receipt of keys as appropriate. 9. Monitor and respond to alarm activations. 10. Deal with any issues of concern which are a security or health and safety related. 11. Provide support in an emergency or evacuation situation in a calm professional manner. Actively provide information and assistance to the emergency services when requested to do so. 12. Deal with potentially challenging or distressing situations and make appropriate decisions in line with University policies and procedures. Be impartial, objective, and professional at all times and remain polite and courteous. 13. Ensure security equipment is operational. Conduct routine equipment checks and immediately report any faults found. Ensure uniform is maintained in good order to present a professional image. 14. Provide first aid in-line with given training to at least level 3 with additional bleed kit training. 15. Provide Mental Health First Aid where required in line with provided training.



16. Respond to call-out duties in emergencies or as directed by the management team.
 17. Maintain high level of competency and legislative compliance through mandatory training.
 18. Process lost and found property with care and respect.

Person Specification

Essential Criteria	Application Form / Support Statement / Interview
Experience of working in a role or environment with transferable skills, or previous security roles.	Application Form / Support Statement / Interview
Educated to GCSE level C or equivalent, particularly in English Language	Application Form
Relevant previous experience in a security role or similar	Application Form / Support Statement / Interview
Security Industry (SIA) 'Security Guarding' and/or 'Door Supervision' licence held currently or to be obtained within three months of commencing within the role in line with the probationary requirements. <i>(Any renewal and training will be paid by the university after probationary completion)</i>	Application Form / Support Statement / Interview
Make prompt, appropriate, and effective decisions.	Interview
Understand and follow University policies and procedures and instructions from line management.	Interview
Respond calmly and effectively in emergency situations and remain calm under pressure.	Support Statement / Interview
Good communications (written and verbal) and interpersonal skills.	Support Statement / Interview
Able to maintain accurate records.	Application Form / Support Statement / Interview
Utilise good working knowledge of the Data Protection Act 2018.	Application Form / Support Statement
Utilise good working knowledge of the Police and Criminal Evidence Act (PACE 1984, and Serious Organised Crime and Police Act (SoCPA 2005)	Application Form / Support Statement / Interview

Desirable Criteria	
NVQ Level 2 in Safety, Security, and Loss prevention.	Application Form
Public Space Surveillance (CCTV) Licence	Application Form
Experience of controlling CCTV	Application Form

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.