

# Job Description: Security Campus Lead



Function:	Universities
Position:	Security Campus Lead
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Facilities Management & Workplace Experience Manager
Additional reporting line to:	
Position location:	Dedicated campus base but expected to cover across campuses as and when required. University of Greenwich, Avery Hill, Medway Campuses. (Site based)

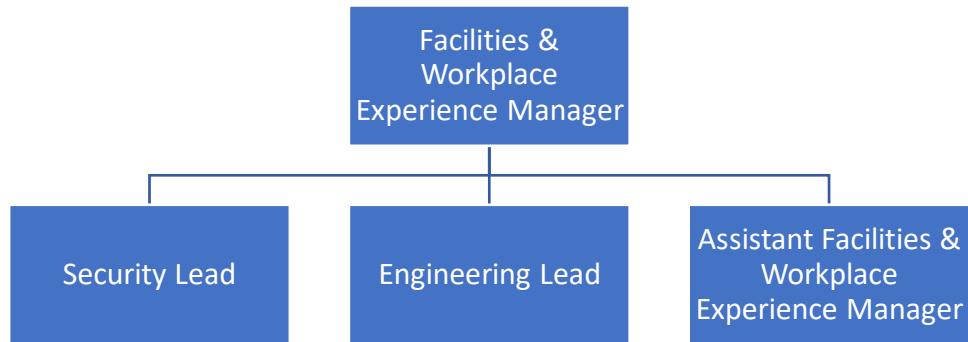
## 1. Purpose of the Job – State concisely the aim of the job.

- To lead the onsite team to provide first class security services across the Campus ensuring the safety of staff, students and visitors
- To be responsible for the efficient and effective running of the security function
- To ensure that all SLA's and KPI's are met and that all policies and procedures are adhered to
- Ensuring that all shifts are filled
- Ensuring that all officers are inducted and trained on all relevant site duties.
- Keeping Records and Paperwork up-to-date with contemporaneous reporting of relevant site activity.
- Liaise with the site management to ensure that any and all issues are resolved in a timely manner.
- Keeping Shift management platforms up-to-date
- Monitor staff performance and ensure that high standards are being met at all times.
- Ensure that all relevant incidents are dealt with correctly are recorded and reported

## 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY24:	EBIT growth:	tbc	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce	t
	EBIT margin:	tbc		Outsourcing			b
	Net income growth:	tbc		growth rate:			c
	Cash conversion:	Tbc		Outsourcing	n/a	HR in Region	t
							b
							c

**3. Organisation chart** – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



**4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To ensure all mandatory H&S requirements of Sodexo and Client are always adhered to.
- To ensure all site documentation is completed in an accurate and timely manner.
- To ensure effective hand over's with team, making sure all key messages are passed on to following shift.
- To liaise closely with statutory authorities dealing with incidents and to provision of information.
- Maintain continuous monitoring of site radio systems adhering to radio system procedure at all times.
- Diligent monitoring and completion of site records/reference material including H&S documents, Assignment Instructions, Incident Forms and Site Occurrence Book.
- To provide regular liaison and timely feedback to site management team on all aspects of security operations and service delivery, implementing effective solutions and corrective actions to enhance the service.
- To ensure security documentation such as assignment Instructions, SOP's processes and procedures are kept up to date
- Comprehensively lead on complex investigations and compile detailed reports
- the investigation and implementation of security related innovations
- Undertake any other reasonable duties required to meet the needs of the business.
- Ensure a timely response to any security concerns or events.
- To develop excellent working relationships with onsite customers.
- To engage fully in the 'one team' ethos.
- To escalate any concerns or complaints as deemed appropriate.
- To liaise with the Sodexo Control Room where required.
- To provide security services to site ensuring all statutory compliances are met and adhered to.
- To ensure professional service is delivered to client.
- To ensure operation of security role on site adheres to all mandatory and client requirements.

- To be professional, pleasant, friendly, courteous and helpful at all times whilst carrying out duties to the highest standard.
- To always ensure exemplary standards in personal grooming, adhering to uniform standards.
- To deal efficiently and effectively with emergencies, including fire and bomb scares ensuring all customers are kept fully informed at all times.
- Provide assistance to third party contractors and visitors to site ensuring site policies and procedures are adhered to.
- To be available to visit sites out of hours on occasions to ensure business continuity is maintained

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Security Incidents dealt with in an appropriate and timely manner in accordance with site policy and procedure.
- Assignment Instructions are relevant and adhered to in all situations.
- Standard Operating Procedures are relevant and adhered to in all situations
- Security concerns highlighted, addressed and discussed with management.
- All internal and external reports required are completed in timely and accurate way.
- Effective monitoring of communications systems.
- Company and client policy and procedure adhered to.

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Responsibility for ensuring site specific procedures are relevant, current and adhered to.
- Lead the team to ensure a safe and appropriate environment is maintain for students, staff and visitors
- Provide insights that improve reduce risk and liability and provide actionable insight for our clients

**7. Person Specification** – Indicate the skills, knowledge, and experience that the job holder should require to conduct the role effectively

- Comprehensive knowledge of the security industry including SIA licensing regulations
- High levels of integrity and resilience
- Ability to remain calm in difficult situations.
- Must be a competent people manager with excellent people skills.
- Confident at building client and stakeholder relations
- Clear and concise communication skills
- Extremely flexible and can-do attitude.
- Demonstrable experience to drive first class security services across the campus ensuring the safety of staff, students and visitors.
- Minimum of 2 years management experience.
- Must have an awareness of working within SLA's and KPI's
- Knowledge and experience of CCTV systems and associated licensing
- Must have working knowledge of GDPR.
- A great eye for detail with excellent report writing skills.

**8. Competencies –**

- SIA Frontline Guarding License
- First Aid Qualification
- PC Literate with an intermediate knowledge of Microsoft products.
- Experience of people management & development

**9. Management Approval – To be completed by document owner**

Version	2.0	Date	03/05/24
Document Owner	Fiona Stewart		

**10. Employee Approval – To be completed by employee**

Employee Name		Date	
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