

Job Description:



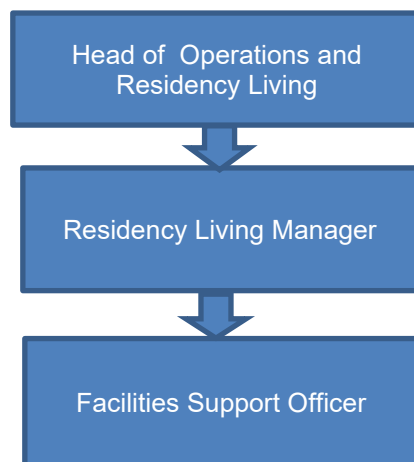
Facilities Support Officer

Function:	Universities
Job:	Security
Position:	Facilities Support Officer
Hourly Rate	£13.58
Job holder:	
Date (In job since):	
Immediate manager (N+1 Job title and name):	Residency Living Manager
Additional reporting line to:	Head of Operations and Residency Living
Position location:	Northumbria University

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

- To deliver a courteous, professional, customer focused out of hours support service within a student accommodation site that operates 24 hours a day, 365 days a year.

2. 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.



3. 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.

- Comply with SIA Licensing Guideline
- Comply with Health and Safety Policy and guidance
- Immediate response to Emergency Situations

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

- Provide out-of-hours cover of the Trinity Square Helpdesk and Reception, ensuring residents, guests and contractors receive a professional and customer-focused service.
- Respond promptly and effectively to incidents and emergency situations, including fire alarms, medical emergencies, anti-social behaviour, welfare concerns, security breaches and maintenance issues.
- Manage emergency responses in accordance with site Assignment Instructions, liaising with Emergency Services, Northumbria University Security, Trinity Square Centre Management and Sodexo Management as required.
- Conduct scheduled patrols of the accommodation site using the RFID system, ensuring all designated checkpoints are scanned and any defects, hazards, security concerns or maintenance issues are identified and reported.
- Monitor and maintain the security of the site through CCTV monitoring, access control, contractor management and key control procedures.
- Complete detailed incident reports on Incident Tracker, ensuring all records are factual, accurate, written in the third person and submitted within required timescales.
- Operate the Parcel Tracker system, processing incoming parcels and mail, issuing parcels to residents and maintaining accurate records of collections.
- Support the operation of the Trinity Square Café, including customer service, stock monitoring, temperature checks, basic food safety requirements and cleaning duties.
- Carry out routine caretaking duties including litter picking, cleaning communal areas, maintaining the podium, managing waste and recycling areas and responding to spillages.
- Support winter maintenance activities including gritting, snow clearance and monitoring grit stock levels to ensure safe access across the site.
- Carry out basic maintenance and compliance tasks, including water flushing, plant room checks, lock battery replacements and reporting faults through the appropriate escalation process.
- Manage found property, confiscated items and drug seizures in accordance with site procedures and chain of custody requirements.
- Provide support and signposting to students requiring assistance, ensuring welfare concerns are appropriately escalated and recorded.
- Support student arrivals, departures, inspections, commercial operations and other accommodation activities throughout the year as required.
- Liaise professionally with students, university staff, contractors, emergency services, visitors and external agencies.
- Maintain all required records, logs, handovers and compliance documentation accurately and in accordance with company procedures.
- • Undertake mandatory training and continuous professional development required to perform the role effectively.
- This list is not exhaustive, and the post holder is expected to undertake reasonable additional duties in support of the site and wider operation as required.
- A full description of duties and responsibilities is contained within the Trinity Square Facilities Support Officer Assignment Instructions.

5. 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.

- Maintain a safe, secure and welcoming environment for students, staff and visitors.
- Respond effectively to incidents and emergencies to minimise risk to people, property and reputation.
- Deliver high standards of customer service and resident support.

- Ensure all patrols, incidents, inspections and compliance activities are completed and accurately recorded.
- Support the achievement of client satisfaction, student satisfaction and contractual performance standards.

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

Essential

- SIA Licence (Manned Guarding/Door Supervision)
- First Aid at Work
- A minimum of 2 years Frontline Security Industry Experience
- Experience of working with young people (17 – 25)
- Experience of delivering excellent customer service, preferably within the hospitality or education sectors
- Experience of positively engaging with people from a wide range of backgrounds, cultures and nationalities
- Experience of managing difficult situations, such as an angry or distressed customers
- Experience of prioritising tasks and resources in a timely manner

Desirable

- SIA Licence (CCTV)
- Experience of working within the Higher Education sector
- Experience of investigating serious incidents and dealing with potentially distressing situations
- Experience of working within a similar role

7. Management Approval – To be completed by document owner

Version	2	Date 29/06/2026	June 2026
Document Owner	JD		