

# Job Description:

## Security Co-ordinator, UoG



|  |                              |
|--|------------------------------|
| Function:                                      | Sodexo Universities          |
| Position:                                      | <b>Security Co-ordinator</b> |
| Job holder:                                    | TBC                          |
| Date (in job since):                           | TBC                          |
| Immediate manager<br>(N+1 Job title and name): | Campus Security Lead         |
| Additional reporting line to:                  | F & WEM                      |
| Position location:                             | University of Greenwich      |

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

#### Overview:-

You will be responsible for ensuring the building, our students, visitors and your co-workers' safety in your role as **Security Co-Ordinator** with Sodexo at **University of Greenwich, Old Royal Naval College, Park Row, SE10 9LS**. To contribute to the efficient and effective day to day running of the security service.

- To provide a safe and secure environment and to support the security lead in day to day operations.
- To deliver exceptional people service and provide a positive experience for all staff, students and visitors.
- Flexibility to occasionally work earlier or later as the business requires and to also cover other campus security operations if required, this may mean on occasion the need to work at other locations.

### 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.

Characteristics This is a hands on role that will involve personal input / action within all facilities service functions

### 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 provide a customer focused security service for the University of Greenwich campuses.
- To comply with Company, client and statutory regulations relating to Health and Safety, fire hygiene, COSHH and safe systems of work. To liaise with Sodexo and Client personnel as necessary and as instructed in order to ensure the provision of an efficient and effective service
- To attend relevant meetings and provide updates and information as requested in a concise and timely manner.

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

- Assist the Campus Security Lead to ensure that any complaints are reported and managed in a prompt, professional manner and to provide security support across all of the University of Greenwich contract.
- Assist in the management of the Security operation to give the campuses of the University of Greenwich a security service that is customer focused.
- Assist in maintaining compliance with all Health & Safety legislation.
- Assist and support training needs to ensure they are identified and to deliver training & development.
- Administrative management of the service to include distribution of daily rotas, holding team huddles, deliver of tool box talks, daily briefings/roll call, administration and holiday management.
- Communicate with staff, students, visitors and contractors regarding enquiries, incidents and emergencies.
- Assist and be a point of contact for Incident Management, ensuring that incidents are correctly managed and escalated as per client specifications.
- Complete the required Incident reports in the event of an incident, focusing on quality and timely reporting.
- Attend training courses/sessions relating to your scope of duties
- Client liaison, work closely with the Site leads and managers.
- Ensure high standards are maintained at all times with a focus on maximising the output and performance of all team members.
- Take co-responsibility for the on-boarding, induction and training of new starters, in conjunction with Sodexo Management.
- Promote a secure and safe working environment on site through the implementation and continuous improvement of agreed Health and Safety actions.
- Assist in leading the security team by fostering team spirit and co-operation, the encouragement of open expression of differing ideas and opinions and ensuring resolution.
- Ensuring that any complaints are dealt with in a professional and timely manner.
- Ensuring that all equipment provided to assist security is fully operational with any issues reported.
- Ensure that there is a robust and effective key control process in place.
- Take ownership over the tracking, reviewing, and downloading of CCTV requests.
- Manage the day-to-day rota ensuring required hours are worked and all gaps are covered.
- Assist, and sometimes lead, HR & Incident investigations.
- Admin support as required by the Campus Security Lead
- Assist, and sometimes lead, in the continuous training and development of security staff.
- Conduct internal audits to ensure the operation is compliant to legal standards and all necessary documents have been signed by the relevant staff.
- Assist in reviewing current processes and procedures to ensure they are up to date and effective.
- Respond to active security incidents, ensuring that the incident is resolved and managed appropriately.
- Manage employee timecards and any exceptions generated by them.
- Ad-hoc duties as required by the business

**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.

- Develop a highly motivated performance orientated team by carrying out training and development activities in accordance with Unit training plan.
- Completion of the ISO 9001 Secure systems and procedures for all Secure Sites.
- Comply with Company and statutory regulations relating to Health and Safety, fire hygiene, COSHH and safe systems of work.

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

**Essential**

- SIA Licence holder
- 3-5 years of experience with Security with an excellent understanding of the industry.
  - Able to use computer systems in operation within the security section.
  - Understanding of CCTV & alarm system's and how they operate.
- Excellent communication skills.
- Able to work on own initiative, individually and within a team.
- Knowledge and understanding of confidentiality and data protection issues
- To be able to write operational logs, security reports and statements to high standards.

**Desirable**

- Working Knowledge of BS7858:2013
- CCTV Licence
- First Aid
- Fire Warden

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

|                |              |      |           |
|----------------|--------------|------|-----------|
| Version        | V            | Date | July 2024 |
| Document Owner | James Fisher |      |           |

|                     |  |
|---------------------|--|
| Managers Name:      |  |
| Managers Signature: |  |
| Date:               |  |
| Employee Name:      |  |
| Employee Signature: |  |
| Date:               |  |