Job Description:
Security Manager

Function:	Universities
Position:	Security Manager
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Facilities Management & Workplace Experience Manager (Medway)
Additional reporting line to:	
Position location:	Medway Campus but will oversee Avery Hill & Greenwich Security services, therefore will travel across campuses.

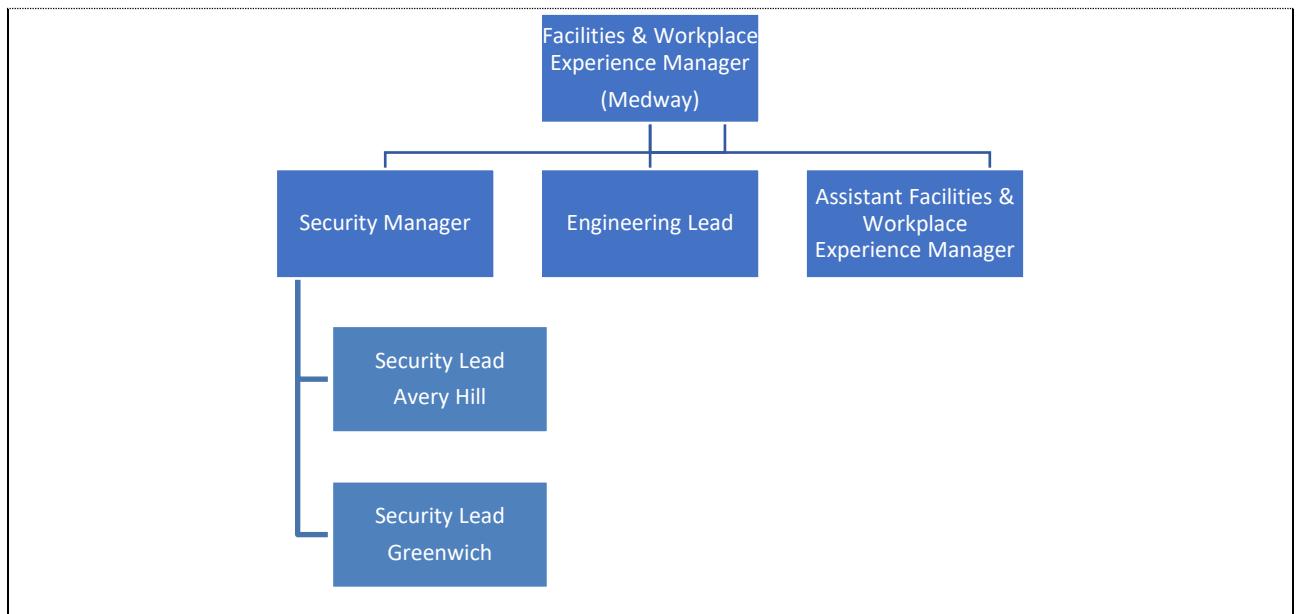## 1. Purpose of the Job – State concisely the aim of the job.

To provide strategic and operational leadership of the campus security function, ensuring the delivery of a safe, secure, and welcoming environment for students, staff, visitors, and contractors. The role will cover all three campuses, Medway, Avery Hill, and Greenwich creating a cohesive "one team" approach across sites. It will drive continuous improvement in security operations, compliance, and service delivery while building strong relationships with stakeholders and statutory authorities.

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 FY26: £20m	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
	EBIT margin:	tbc						
	Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
	Cash conversion:	Tbc						

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.

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                    ┌─────────────────────┐
                    │ Facilities & Workplace│
                    │  Experience Manager  │
                    │      (Medway)        │
                    └──────────┬──────────┘
          ┌────────────────────┼────────────────────┐
  ┌───────┴────────┐  ┌────────┴────────┐  ┌─────────┴──────────┐
  │ Security Manager│  │ Engineering Lead│  │ Assistant Facilities &│
  │                │  │                 │  │     Workplace        │
  │                │  │                 │  │  Experience Manager  │
  └───────┬────────┘  └─────────────────┘  └────────────────────┘
          │
  ┌───────┴────────┐
  │  Security Lead │
  │   Avery Hill   │
  └────────────────┘
  ┌────────────────┐
  │  Security Lead │
  │   Greenwich    │
  └────────────────┘
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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.

- Ensure full compliance with Sodexo, client, and statutory H&S requirements across all three campuses.
- Oversee the completion, accuracy, and governance of all site documentation, audits, and compliance records.
- Establish effective communication and handover protocols to maintain service continuity across shifts and campuses.
- Liaise with statutory authorities during incidents, providing timely and accurate information and ensuring strong relationships are maintained.
- Oversee the use and monitoring of communication and security systems, ensuring adherence to procedure and compliance standards.
- Ensure all site records, including H&S documents, Assignment Instructions, Incident Forms, and Site Occurrence Books, are diligently maintained, reviewed, and reported.
- Provide regular, strategic-level feedback to the client and Sodexo management, implementing corrective actions and service enhancements.
- Ensure that all assignment instructions, SOPs, and security documentation are regularly reviewed, updated, and aligned with evolving risks and operational needs.
- Lead complex incident investigations and produce high-quality, detailed reports for senior stakeholders.
- Champion and implement security-related innovations, technologies, and service improvements.
- Undertake any additional duties required to meet the strategic needs of the business.
- Ensure a swift, effective, and proportionate response to all campus security concerns or events.
- Build and maintain excellent working relationships with clients, stakeholders, and campus communities.
- Promote and embed a collaborative "one team" culture across Avery Hill, Medway, and Greenwich campuses.
- Escalate risks, concerns, or complaints appropriately, ensuring timely resolution.
- Oversee liaison with Sodexo's Control Room and ensure integration with broader FM operations.
- Guarantee security services are delivered consistently, professionally, and in full compliance with statutory and client requirements.
- Act as a visible and professional leader, role-modelling expected standards and behaviours at all times.
- Manage emergency response preparedness alongside the university to include, fire, lockdown, and counter-terrorism procedures, ensuring all stakeholders are kept informed during incidents.
- Ensure effective induction, training, and ongoing professional development of the security team.
- Provide senior-level assurance of out-of-hours service resilience and business continuity planning.

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

- Provide senior leadership and oversight of all campus security operations, ensuring incidents are managed effectively, proportionately, and in line with policy, legislation, and client expectations.
- Ensure Assignment Instructions, Standard Operating Procedures, and security documentation are regularly reviewed, kept up to date, and embedded across all teams.
- Identify and address emerging security risks and concerns, escalating strategically to client and Sodexo management with clear recommendations for action.
- Oversee the production and quality of all internal and external reports, ensuring accuracy, timeliness, and value to stakeholders.
- Embed compliance with company, client, and statutory policies across all security activities, ensuring audit readiness at all times.
- Drive continuous improvement in service delivery, introducing innovations and best practice to strengthen resilience, efficiency, and customer satisfaction.
- Ensure robust monitoring and optimisation of communication systems, CCTV, and access control technologies to enhance security outcomes.
- Lead and support the security team to deliver a professional, customer-focused service that enhances the reputation of both Sodexo and the University of Greenwich.

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.

- Ensure all campus security procedures, policies, and documentation remain current, compliant, and aligned with evolving risks, legislation, and client expectations.
- Deliver a safe, secure, and welcoming environment across all three campuses, protecting students, staff, visitors, and assets.
- Provide strategic insights and risk intelligence to senior management, enabling informed decision-making and reducing liability.
- Drive continuous improvement and innovation within the security function, ensuring service delivery exceeds SLA and KPI commitments.
- Build and sustain strong partnerships with the University, emergency services, and external agencies to enhance resilience and reputation. Responsibility for ensuring site specific procedures are relevant, current and adhered to.

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

Essential

- Significant experience (minimum 5 years) in a senior security management role, preferably within a multi-site, complex environment.
- A strong people manager who fully understands HR processes and procedures
- Comprehensive knowledge of security legislation, SIA regulations, GDPR, and relevant health & safety requirements.
- Proven track record of leading and developing security teams, with strong people management and performance leadership skills.

- Demonstrable experience in incident management, crisis response, and complex investigations, including liaison with police and statutory authorities.
- Strong stakeholder management skills, with the ability to build effective relationships at senior client and institutional levels.
- Commercial awareness, with experience of delivering services against KPI/SLA frameworks and contributing to cost efficiency.
- Excellent written and verbal communication skills, including the ability to produce high-quality reports and present to senior stakeholders.
- IT literate, confident with Microsoft Office, security technology platforms, and data analysis for risk reporting.
- High levels of integrity, professionalism, and personal resilience, able to remain calm and decisive under pressure.

Desirable

- First Aid at Work or equivalent qualification.
- Experience of working in a university, public sector, or similarly complex operational environment.
- Knowledge of counter-terrorism measures and emergency preparedness planning.
- Experience of implementing security innovations, systems, or process improvements.

8. Competencies –

- **Leadership & People Development** – Inspires, motivates, and develops a high-performing security team, promoting a culture of professionalism and accountability.
- **Strategic Thinking & Risk Management** – Anticipates emerging risks, applies critical thinking, and develops strategies to mitigate threats across multiple campuses.
- **Operational Excellence** – Ensures consistent, high-quality service delivery that meets or exceeds SLA/KPI targets.
- **Stakeholder Engagement** – Builds trusted relationships with clients, senior management, statutory authorities, and campus communities.
- **Crisis & Incident Management** – Demonstrates resilience, sound judgement, and decisiveness in high-pressure and emergency situations.
- **Innovation & Continuous Improvement** – Champions new ideas, technologies, and processes that strengthen security provision and efficiency.
- **Compliance & Governance** – Maintains robust knowledge of legislation, standards, and policies, ensuring full compliance and audit readiness.
- **Communication & Influence** – Communicates clearly and persuasively at all levels, producing concise reports and delivering impactful briefings.

9. Management Approval – To be completed by document owner

Version	2.0	Date	22/09/25
Document Owner	Fiona Stewart		

10. Employee Approval – To be completed by employee

Employee Name		Date	