

JOB DESCRIPTION

Vacancy reference:	SRF28713
Post Title:	Halls Patroller
Grade:	Grade 3
School/Department:	Estates/ Campus Services/Security Services
Reports to:	Security Services Manager /Deputy Security Services Manager
Responsible for:	N/A

Purpose

To ensure the provision of a protected environment for staff, students and bona fide visitors and primarily to maintain the physical security of the University Halls of Residence.

Main duties and responsibilities

- To regularly patrol each of the Halls of Residence during every shift.
- To record all Hall patrols with the Deister Data Collector provided.
- To contact Security Control if Hall Management are required during the night.
- To operate and utilise alarm systems as necessary.
- To lock and unlock premises as required and control access to University premises/grounds by means of checks on the identity and intentions of members and visitors.
- To operate the control functions for all support systems e.g. fire alarms as necessary.
- To provide a visible Security presence at all University Halls of Residence, patrolling internally, externally, either on foot or using the vehicles provided.
- To provide written reports of all incidents affecting the security, safety or integrity of the University, its members and bona fide visitors promptly and in full, in the format required, to the appropriate officer of the University, or to the police as appropriate.
- To ensure the personal safety of all persons on University premises intervening promptly in the event of any violent dispute and using minimum force to dispel danger and eject or detain unauthorised persons as appropriate, pending the arrival of the Police.
- To ensure an accurate statement of any incident is recorded in the Control Log, providing names, room numbers, etc. of complainants or victims.
- To co-ordinate First Aid assistance as required.
- To respond to requests from Security Control to work closely with Campus Security to ensure a balanced security presence across the University.
- To maintain good relations at all times with staff, students and bona fide visitors to the University.
- To receive any found property handed in out of hours and record as directed by Hall Management.
- To provide direction or assistance to all Hall areas as required.
- With prior approval, to carry out any reasonable overtime as operationally necessary.

Supervision received

The post answers to the Security Services Manager or Deputy Security Services Manager. Supervision is given daily by the Security Team Leaders.

Contact

All University Departmental staff and students, directorate staff and external mail and parcel company operatives.

Terms and conditions

This post is a full time (36 hours per week) permanent role.

Four night's on/four nights off

Variable start times – working 17:00 – 04:00 hours or 20:00 – 07:00 hours

It is a requirement to wear the uniform provided at all times when at work.

Campus Services is proud to hold ISO9001 accreditation and actively works to maintain high quality standards in accordance with the Standard.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 21st July 2016

PERSON SPECIFICATION

Job Title	School/Department
Halls Patroller	Estates/ Campus Services/Security Services

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Good communication skills both oral and written • Good understanding of the principles of customer care 	
Attainment	<ul style="list-style-type: none"> • Good general education 	<ul style="list-style-type: none"> • GCSE, O Level English and Maths • Current First Aid Certificate
Knowledge	<ul style="list-style-type: none"> • Experience of working in a Customer Services focussed environment 	<ul style="list-style-type: none"> • Good knowledge and understanding of Health and Safety issues • Experience of intruder and fire alarm systems and CCTV
Relevant Experience	<ul style="list-style-type: none"> • Experience of security work in a customer focused environment 	
Disposition	<ul style="list-style-type: none"> • Assertive, confident manner • Commitment to the University's Equal Opportunities Policy • Willingness and ability to establish and maintain a good working relationship with Colleagues, staff and students. • Team player • Excellent command of English both written and oral 	
Other	<ul style="list-style-type: none"> • Flexibility in relation to shift work 	

Completed by: Gary McGuirk	Date: 21/07/16
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