

## RECRUITMENT PACK

This document includes the following information:

- Job Description
  - Person Specification
  - Additional information
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Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- **We recommend that you take a copy of this recruitment pack to help with your preparation.**

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation [DisabledGo](#) who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206 876559) for help.

Closing Date: 21 October 2018

Interviews are planned for: TBC



JOB DESCRIPTION – Job ref REQ01909

<b>Job Title and Grade:</b>	Patrol Officer Grade 4
<b>Contract:</b>	Permanent, Full-time
<b>Hours:</b>	36 hours per week (See general information)
<b>Salary:</b>	£19,732 - £21,414 per annum, plus a 10% unsocial hours allowance
<b>Department/Section:</b>	Estate Management Section
<b>Responsible to:</b>	Deputy Director of Estates and Campus Services
<b>Reports on a day to day basis to:</b>	Campus Security Supervisor
<b>Purpose of job:</b>	To undertake a wide range of safety, welfare, security, physical Intervention, first-aid and car parking duties both within the University Campus and externally to University owned and administered properties.

**Duties of the Post:**

The duties of the post, some of which will require physical effort such as standing for long periods, patrolling, climbing stairs etc. will include the following:

**Information Centre**

- To staff the 24 hour Information Centre, and provide information and general assistance to staff, students and members of the public using the University.
- To staff the 24 hour Control Room and provide CCTV, fire alarm panel and intercom monitoring. Act as shift control using radio communications, and input data into I.T. software applications and databases.
- To receive incoming telephone calls to the University out of office hours.
- To develop a good knowledge of campus services and facilities in order to correctly advise staff, students and visitors.

**Residents Welfare**

- To liaise with other departments (e.g. Accommodation Office and the Residents' Support Network) to support students and staff.
- To respond to student and staff enquiries.
- To respond as appropriate to complaints in accommodation - e.g. noise complaints, anti-social behaviour etc.
- Programming of fobs, Key cards and door re-programming in accommodation buildings.
- Basic electrical investigation of trip switch failure.

### **Personal and Physical Security**

- To provide a security service to the University, safeguarding the fabric of the University and property owned, used by, or entrusted to the University.
- To ensure the safety, well-being and convenience of users of, and visitors to, the University premises.
- To provide a cash escort service.
- To patrol the campus as required; locking and unlocking buildings, setting and checking alarms.
- To utilise approved procedures and techniques in a conflict situation to protect students or staff when necessary.
- Assist out sourced security contractors with the Quays, Meadows and Copse accommodation in the wider campus area.
- Support Traffic Officers on large events including Graduation Week, Arrivals Day, Applicant Days, Open Days, and UCAS Events, in the University car parks.

### **Emergency Response**

- To provide the First Aid service on campus, including Mental Health First Aid (training provided).
- To respond to emergency situations.
- To liaise with emergency services.

### **General**

- To implement and enforce regulations concerning staff and students.
- To liaise with the internal car parking Traffic Officers.
- On occasion act as a relief chauffeur for senior members of the University.
- To provide a high degree of customer service at all times.
- To follow standard operating procedures.
- To write clear and timely reports of all incidents and occurrences.
- Any other duties as required by the Deputy Director of Estates and Campus Services or their nominee.

***These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.***

### **Terms of Appointment**

For a full description of the terms of appointment for this post please visit:

<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

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## PERSON SPECIFICATION

<b>JOB TITLE: Patrol Officer</b>
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**Qualifications /Training**

	<b>Essential</b>	<b>Desirable</b>
▪ Have a first aid qualification or be willing to train in order to achieve this qualification (training will be provided)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Have conflict management and physical intervention training or be willing to train in order to achieve this qualification (training will be provided)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Have had training in Mental Health first aid or be willing to train in order to meet this requirement (training will be provided)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Experience/Knowledge**

	<b>Essential</b>	<b>Desirable</b>
▪ Experience of working in a customer focused environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Good written and verbal communication skills, including good listening and report writing skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working with young people and/or an understanding of the issues facing students in higher education	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of working with, providing a service, and relating to, people from a diverse and multi-cultural background	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Skills/Abilities**

	<b>Essential</b>	<b>Desirable</b>
▪ The ability to work as part of a team and to use own initiative (e.g. when patrolling alone)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Have the confidence and ability to deal with conflict or an emergency situation by remaining calm and professional under pressure	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Have the confidence to physically intervene in a conflict situation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Have the ability to undertake both repetitive and varied tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Good negotiation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Basic computer skills (Microsoft Office Suite)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Other**

	<b>Essential</b>	<b>Desirable</b>
▪ Possession of a full, clean UK-valid driving license	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Be prepared to work unsocial hours and to participate in shift workings covering 365 days a year	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to fulfil the requirements of a DBS check (see general information)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Must be able to undertake the physical aspects of the post	<input checked="" type="checkbox"/>	<input type="checkbox"/>

\* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the



successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

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## ADDITIONAL INFORMATION

### **Estates Management Section**

You can find more information about the department at the following link:

<https://www.essex.ac.uk/staff/emergencies-security-and-safety/security-services>

### **General information**

Working hours are 36 hours a week, worked over a roster cycle covering 365 days a year. The Security Team are on duty 24/7 365 days a year.

Informal enquiries may be made to Marc Lee, Security Manager (e-mail: [marclee@essex.ac.uk](mailto:marclee@essex.ac.uk)). However, all applications must be made online.

Due to the nature of the work, applicants who are offered employment will be subject to a criminal record check (known as a Disclosure) by the Disclosure and Barring Service before the appointment is confirmed. This will include details of all cautions, reprimands or final warnings as well as convictions.

We encourage applicants to provide details of all warnings, reprimands, cautions or criminal offences at an early stage in the application process. Should you wish to declare such information, please email the Resourcing Team in confidence, ([resourcing@essex.ac.uk](mailto:resourcing@essex.ac.uk)) attaching brief details. We guarantee that this information is shared only with the recruiting manager.

A copy of the University of Essex policy on the recruitment of ex-offenders is available on the University website: <https://www.essex.ac.uk/staff/recruiting-staff/recruitment-of-ex-offenders-and-disclosure-and-barring-service>

Having a criminal record will not necessarily bar you from working with us – this will depend on the nature of the position and the circumstances and background to your offence.

### **People Supporting Strategy**

Please find a link to the People Supporting Strategy below:

<https://www.essex.ac.uk/-/media/documents/directories/human-resources/people-supporting-strategy.pdf>

### **Pay and benefits**

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development
- Family friendly policies
- On campus childcare facilities, for more information visit [www.wivenhoeparkdaynursery.co.uk](http://www.wivenhoeparkdaynursery.co.uk)
- Relocation package for qualifying staff
- Interest free season ticket loan



- Range of optional salary exchange tax benefits (pension and bicycle schemes)

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