

RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

Making an application:

To apply: Please send a covering letter and CV to Ian Bradley, Security Manager (Southend and Loughton), on ib17012@essex.ac.uk by the closing date of 22 January 2019.

- **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](http://DisabledGo.com) who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

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 January 2019

Interviews are planned for: TBC

Produced by:
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University of Essex Campus Services Limited (UECS) is a wholly owned company of the University of Essex. Please note that this post is being advertised by the University on behalf of UECS and some aspects of the information provided on the University recruitment website will not apply to this appointment. The Terms of Appointment relating to this post are published on the website alongside this document.

Data Protection: UECS shares recruitment data with the University of Essex who provide human resources services.

JOB DESCRIPTION – REQ02236

Job Title and Grade:	Security Officer UECS Band C
Contract:	Fixed-Term, Full-Time. This post is fixed-term until 19 July 2019.
Hours:	46 hours per week (see general information)
Salary:	£22,630 per annum – £23,922 per annum
Department/Section:	UECS
Responsible to:	Director of Maintenance and Capital Development
Reports on a day to day basis to:	Southend and Loughton Security and Cleaning Services Manager
Purpose of job:	To undertake a wide range of safety, welfare, security, physical Intervention, first-aid, room administration duties at either the Southend or Loughton Campus sites (depending upon job location).

Duties of the Post:

The main duties of the post will include:

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:

Security Centre

- To staff Security Desks located at University Square (Southend), Gateway (Southend) or Loughton Campus and provide information and general assistance to staff, students and members of the public using University premises and facilities.
- To staff Security Desks 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 acknowledge and administer visitors and contractors attending site and direct as appropriate.
- To provide a corporate “Front of House Service” representative of the University of Essex.
- To develop a good knowledge of campus services and facilities in order to correctly advise staff, students and visitors.

- With regards to the Loughton Campus provide a “roving patrol” security service between Hatfield House, Unit 4 and Roding House providing security services across the three sites (company vehicle will be provided).
- With regards to Southend Campus buildings provide external security patrols relevant to the building as directed.

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 and such other buildings as directed.
- 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 students, staff, business users and visitors to the University premises.
- To provide a cash escort service as directed.
- To patrol external areas immediately in the vicinity of University premises at Southend, and the Loughton campus (consisting of three separate sites) 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.
- Support University Departments and staff on large events including Graduation Week, Arrivals Day, Applicant Days, Open Days, and UCAS Events at University premises and campus sites.

Emergency Response

- To provide the First Aid service on campus premises at Southend and across the Loughton campus and sites, 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 provide a high degree of customer service at all times representative of University of Essex standards, policies and procedures.
- To follow standard operating procedures as directed.
- To write clear and timely reports of all incidents and occurrences.
- To provide as directed room set up and clearance services which are unable to be provided by cleaning services/housekeeping staff for specific events/activities arranged outside of the current core hours.
- To liaise and where directed support Southend Borough Council, Southend College security staff located at the Forum Building.

Undertake any other duties that may be assigned by the Director of Maintenance and Capital Projects 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:
<https://www.essex.ac.uk/staff/working-at-essex/uecs-staff>

January 2019

PERSON SPECIFICATION

JOB TITLE: Security Officer

Qualifications /Training

	Essential	Desirable
▪ 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

	Essential	Desirable
▪ 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

	Essential	Desirable
▪ 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 and observational skills	<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

	Essential	Desirable
▪ 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"/>



University of Essex Campus Services Limited

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* 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>

January 2019

University of Essex Campus Services Limited

ADDITIONAL INFORMATION

Estate 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 will be 46 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. The general roster will consist of the following:-

- A general duty roster consisting of 42 hours per week.
- "banked hours" worked of 4 hours per week that Security Officers can be called to work up to a maximum of 16 hours per month such hours to be worked in allocations of ¼, ½, Full days (4,8,16 hours per month). "banked hours" will be used to cover colleague sick/annual leave, University events, heightened security measures.

Informal enquiries may be made to Ian Bradley, Security and Cleaning Manager (e-mail: ib17012@essex.ac.uk).

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) 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.

Campus Services will focus on 5 core principles:

1. To develop and operate the commercial facilities at the University of Essex with the highest standards of customer care and value for money to enhance the student and staff experience.
2. To collaborate with Academic Departments and Professional Services.
3. To engage actively with the local and regional community to further the reputation of the University of Essex.
4. To champion a team culture with succession planning and remuneration firmly anchored on performance.

5. To deliver annual growth in surplus for the University of Essex.

Campus Services

Created in 2010, the Campus Services directorate brings together existing staff and student commercial services, with a combined turnover of £21m and total staff of over 230 full-time equivalents. Services delivered under the Campus Services umbrella are critical to enabling the University to deliver the objectives in its strategic plan – improving the student experience, facilitating growth and improving the financial performance of the University.

Some business units within Campus Services – Event Essex, Print Essex and Wivenhoe Park Day Nursery – are part of University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex.

Accommodation Essex

Accommodation Essex contributes to a positive student experience by providing a safe and supported environment in which students can develop personally and academically. The University of Essex offers a wide range of accommodation suited to a variety of needs all within walking distance of the academic departments and campus facilities at both Southend and Colchester campuses.

You can find more information about the department at the following link
<http://www.essex.ac.uk/accommodation/>

Essex Sport

The Colchester Campus Sports Centre offers excellent indoor and outdoor facilities including the £1.4 million refurbished gym and fitness rooms. There are a wide range of opportunities to participate in sport, exercise and health at great value for students, staff and the local community.

Wivenhoe House Hotel

Wivenhoe House is a four star country house hotel, set in parkland on campus. It is also home to the Edge Hotel School.

Essex Food

Through their many catering outlets and delivered hospitality service, Essex Food provides a professional and courteous customer led service to students, staff and visitors. The promotion of a nutritious, and value for money hospitality service, together with respect and dignity for customers and staff are the cornerstones of their business.

Event Essex

Event Essex promotes the vast range of University of Essex conference, meeting and event venues in Colchester and Southend to businesses and public sector organisations locally, regionally and nationally. The dedicated team offers an expert event planning and co-ordination service.

Print Essex

Print Essex provides a high quality design, copy and print service at competitive prices to all users, both on and off campus.

Wivenhoe Park Day Nursery

Set in the peaceful surroundings of Wivenhoe Park, the purpose built Wivenhoe Park Day Nursery offers outstanding day care to children from 3 months to 5 years, as well as holiday clubs for children from 5-11 years. Places are open to all, including the public.

everythingEssex

In 2011, Campus Services began co-ordinating official University of Essex merchandise and gifts. This exciting project included product development and improving routes to market. Merchandise is



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available on the **everything Essex** outlet at the Colchester campus or on-line at <http://www.essex.ac.uk/everythingessex/>

Further information on Campus Services can be found via www.essex.ac.uk/uecs.

University of Essex Campus Services Limited

The successful candidate will be employed by University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex. The company was established to manage the commercial operations at the University of Essex. The terms of employment for this role are specific to University of Essex Campus Services Ltd.

The University of Essex – a profile

The University of Essex was founded in 1964 when it opened its doors to a cohort of just 122 students. Since then, we have grown in both reputation and size. There are now more than 10,000 students studying at three campuses - in Colchester, Southend and Loughton (East 15 Acting School). All academic activity is organised into three faculties – Humanities, Science and Health and Social Sciences.