

**THE UNIVERSITY OF EDINBURGH**

**Support Services Division**

**JOB DESCRIPTION**

<b>1. Job Details</b>	
Job title:	<b>Senior Security Officer C/E&amp;B/082</b>
School/Support Department:	Security Section within Estates and Buildings
Line manager:	Team Supervisor
Date:	
<b>2. Job Purpose</b>	
To ensure the security of University buildings and their contents is maintained and the safety of staff, students and authorised visitors is realised. To protect the fabric of University buildings from damage by fire, flood and theft, and be the first point of contact when any problem or incident occurs, liaising with the emergency services when necessary. In the absence of the Team Supervisor, take over their role and responsibilities.	
<b>3. Main Responsibilities</b>	<b>% of time</b>
1. Carry out all of the functions of a Security Officer by foot or in a vehicle, including: internal and external patrols, liaising with authorities, cash collection and delivery (recording accordingly), attending suspicious incidents, reporting and resolving insecurities, tending to alarm activations, monitoring security systems in the Operations Room, so that optimum safety and security levels are maintained and early resolutions of problems are achieved.	50
2. Take responsibility for the work of Security Assistants on the various remote sites to ensure continuity within the team and the section as a whole.	10
3. In the absence of Team Supervisor take over their role and responsibilities.	15
4. Support Team Supervisor on a day to day basis to check and amend records on the IRIS system and input relevant data on the EBIS system to ensure that remedial work is reported, and input to staffing issues.	5
5. Take an overview of the work of the Operations Room ensuring that service levels are maintained and staff have the resources necessary to perform their jobs effectively so that University security is assured.	20
<b>4. Planning and Organising</b>	
<ul style="list-style-type: none"><li>• Plan to perform routine tasks and duties, allowing for flexibility to attend unscheduled incidents reported by others. This will result in reorganising and reprioritizing the routine tasks.</li><li>• Liaise with various members of the University community to fulfil the routine and non-routine tasks and duties, so that mutual schedules and agendas are adhered to.</li><li>• In the absence of Team Supervisor, prepare team briefings and deploy staff according to operational requirements and with respect to the various duties.</li></ul>	
<b>5. Decision Making</b>	
<ul style="list-style-type: none"><li>• Be able to take prompt and well-informed first line decisions in order to maintain the confidence of clients.</li><li>• Decide when to involve Supervisors, other managerial staff or agencies for assistance in order to return the situation to normal.</li><li>• In the absence of Team Supervisor, make supervisory decisions on operational matters, and issues affecting daily administration of the Team.</li></ul>	

## **6. Problem Solving**

- Take appropriate measures to secure property utilising resources at their disposal as efficiently and effectively as possible.
- Be able to identify recurrent issues/problems, with the aim of increasing safety and security, and preventing further crime and disruptions.
- Prioritizing multiple concurrent requests for service.
- In the absence of Team Supervisor, advise and assist with the problem solving for other members of the team.

## **7. Key Contacts / Relationships**

- University community - as clients in proactive and positive manner, so problems are resolved satisfactorily and users continue to feel safe at the site.
- Visitors and Members of general public – so that they have a good first impression of the University.
- E&B colleagues – develop sound working relationships with immediate colleagues and those in the greater department
- Emergency services - to report incidents and give concise and accurate statements.

## **8. Knowledge, Skills and Experience Needed for the Job**

- Good communicators, both verbally and in writing, ideally with experience of dealing with the general public.
- Able to remain calm under pressure especially when dealing with difficult situations.
- A valid driver's licence.
- Experience in a supervisory role in a similar security-based environment.
- Basic computer skills (email, database entry).
- Able to work independently and as part of a team.

## **9. Dimensions**

The post holder's activities embrace the whole of the University estate comprising in excess of 200 academic and related buildings, approximately 550,000m<sup>2</sup>. The post holder may be deployed internally or externally across this estate. Security operates all year round, 24 hours a day cover. At any one time, there will be a minimum number of staff to cover this area. It is therefore essential that the most effective and efficient use is made of the resources available.

## **10. Job Context and Any Other Relevant Information**

University security is an ever changing entity both locally and nationally. Generally, universities are targets for small scale criminal activity and this institution has also been a target for professional criminals.

The 'objective' in security terms is to be prepared and able to respond to security events as they occur and where possible plan for and take preventative action to remove or at least reduce the impact of that event and to enable a speedy recovery.