

# Security & Welfare Officer

## Job Description

### The Role

<b>Job title:</b>	Security & Welfare Officer
<b>Department:</b>	Commercial Services & Facilities
<b>Responsible to:</b>	Security and Operations Project Manager
<b>Location:</b>	Royal Agricultural University, Cirencester and outlying local sites nearby
<b>Salary:</b>	Grade 4: £22,680-£25,742 per annum (pro rata for part time)
<b>Term:</b>	Permanent; full-time 35 hours pw; part-time applications considered ; flexibility required for shifts, working nights on a 4 on 4 off rota pattern to include weekends and bank holidays. 6 weeks paid holiday per annum
<b>Relationships with:</b>	Staff, students and other stakeholders; external providers

### Purpose

Working as part of the Security and Welfare team within the Commercial Services and Facilities directorate, ensure the safety and welfare of our students, staff and visitors. The team will provide a reassuring, supportive and welcoming presence delivering the highest level of customer service and satisfaction. Protect and care for University estate and buildings.

There may be opportunities to work additional hours/overtime to cover for colleagues' absences, and to assist during busy periods and events.

### Key Responsibilities

#### Security and Health and Safety

1. Carry out regular patrols of the University and grounds, including outlying properties, dealing with and reporting any security and/or safety issues, ensuring areas are locked or unlocked as required. React to incidents using initiative, Be aware of protocols for elevating concerns to the out of hours duty manager and log and report in a timely manner.
2. Provide out of hours first point of contact support for welfare incidents, reporting any concerns to the student support services and escalate any concerns as appropriate.

3. Monitor and control health, safety and maintenance standards, reporting issues and concerns to Facilities team.
4. Control, monitor and supervise out of hours access to residences, including off-campus RAU accommodation ensuring compliance with fire, health and safety procedures and any relevant residence instructions.
5. Respond effectively to fire alarm activations and when required liaise with the emergency services.
6. Assist with security support to bar and catering colleagues on busy evening.
7. Monitor CCTV report findings to the Security and Operations Project Manager.
8. Provide a comprehensive reception service, respond to any out-of-hours telephone calls; monitor the signing/checking in and out of all guests and visitors; complete administrative tasks for reporting incidents and maintenance requests; and deal with queries and complaints efficiently and professionally in a courteous manner.
9. Complete all necessary reports including incident reports, noise reports, accident reports and others as required.
10. Monitor the conduct of students, encouraging reasonable and fair behaviour, reporting any breach of the Code of Conduct and license agreement to the relevant department as appropriate.
11. Provide out of hours liaison for any complaints received from the local community, reporting to Campus Services Manager.
12. Once appropriately trained, act as the out of hours first line maintenance response and undertake any reactive maintenance (e.g. replacing lamps). Call in out of hours operative if appropriate and carry out minor maintenance work equipment checks and water checks as required.
13. Once appropriately trained, act as the appointed person responsible for First Aid.
14. When required, assist with preparation and strip down of University events and assist the Campus Services Manager to prepare for new students and conference guests.
15. Undertake other general duties as and when required commensurate with the grade.

## General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the

appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.

- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

## University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

## Person Specification

<b>Requirements</b> The post holder must be able to demonstrate:	<b>Essential or Desirable</b>	<b>Measured By</b> A) Application Form B) Interview
<b>Qualifications:</b>		
A good standard of education GCSE or equivalent	E	A
<b>Knowledge, Experience and Skills:</b>		
Previous Security/receptionist experience	D	A,B
Good understanding of security issues	D	A,B
Good understanding of health and safety issues	E	A,B
Strong customer orientated approach and customer care skills	E	B
Ability to complete end of shift reports, input incidents and accidents in the H&S system	E	A,B
Basic computer literacy e.g MS Office	E	A
Good written and verbal communication	E	A,B
Capable of working with the minimum supervision	E	A
Work as a team player and pass on knowledge to others	E	A,B
Possess a current valid driving licence to monitor outlying University properties in the local area	E	A
Willingness to work extra hours as necessary	E	B
Ability to patrol the University grounds and buildings and able to lift objects	E	A
Previous experience in a similar environment	D	A
Minor maintenance skills	D	A
SIA – Security Industry Authority licence (full training can be provided and the licence can be applied for by the University)	D	A
First Aid – (full training can be given by the University)	D	A
Mental Health First Aid – (full training can be given)	D	A
Ability to work with CCTV (full training will be given)	D	A
Experience as first point of contact for welfare and support	D	A

# Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website [www.rau.ac.uk](http://www.rau.ac.uk)) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to [jobs@rau.ac.uk](mailto:jobs@rau.ac.uk) stating where you saw the advert for the role
- **Closing date:** Sunday 18<sup>th</sup> February 2024 with **Interviews on:** Thursday 29<sup>th</sup> February
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

**The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level**