

Security and Welfare Officer

Job Description

The Role

Job title:	Security & Welfare Officer
Department:	Commercial Services & Facilities
Responsible to:	Security and Operations Project Manager
Location:	Royal Agricultural University, Cirencester and outlying sites
Salary:	Grade 4: £20,092 - £23,487 per annum (pro rata for part time)
Term:	Permanent; full-time 35 hours pw; part-time applications considered ; flexibility required for shifts, working days and nights on a rota pattern to include weekends and bank holidays.
Relationships with:	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.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
<ul style="list-style-type: none"> • A good standard of education GCSE or equivalent 	E	A
Knowledge, Experience and Skills:		
<ul style="list-style-type: none"> • Previous Security/receptionist experience 	D	A,B

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
• Good understanding of security issues	E	A,B
• Good understanding of health and safety issues	E	A,B
• Strong customer orientated approach	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 and customer care skills	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	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)	E	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) – 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 stating where you saw the advert for the role
- **Closing date** : Sunday 7 August 2022 with **Interviews** Tuesday 16 August 2022
- 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

General Data Protection Regulations: Applicant Privacy Notice

The Royal Agricultural University collects and processes your personal data so that it can meet its statutory and legal obligations, and when it has a legitimate interest in processing personal data before, during and after the end of the employment relationship.

The data which forms part of your job application (for example, application form, CV, references, Equal Opportunities Monitoring Form, shortlisting and interview records) will be stored in a range of different places, which will include the University's HR and recruitment management systems (electronic and paper based), and in IT systems (including the University's email system). Your information may be shared internally with the HR Department and with employees who are involved in the recruitment and selection process, but only if access to your data is absolutely necessary for the performance of those roles.

The University may share your data with third parties in certain circumstances. Personal data that the University uses for the purposes of equal opportunities monitoring and reporting is anonymised or is collected with the express consent of applicants, which can be withdrawn at any time. Applicants are entirely free to decide whether to provide such data and there are no consequences of failing to do so.

The University takes the security of your data seriously and has internal controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by the above employees in the performance of their duties. If your application is unsuccessful, your applicant data will be destroyed 6 months following the advertised closing date of the post you have applied for. If your application is successful, your applicant data will be retained during your employment and for 6 years following your leaving date. You can access and obtain a copy of your data on request and you can ask the University to change incorrect or incomplete data.

In certain circumstances you can ask the University to stop processing your data, or you can object to the processing of your data. If you believe that the University has not complied with your data protection rights, you can complain to the Information Commissioner. Further information about your rights in accordance with Data Protection and the GDPR Regulations can be obtained from the University Data Protection Officer. A detailed Employee Privacy Notice is available to view [here](#).

