Security Patrol Officer
Health, Safety and Security Department

Closing date: 28 February 2018
Interview date: 26 & 27 March 2018
Vacancy reference: 6420
INTRODUCTION

An excellent opportunity has arisen, creating vacancies for three Security patrol officers within Health safety and Security Department (HSSD) within the Registrar’s and planning office. You will report to the Security Supervisor.

You will provide a full range of security support activities including proactive and high visible patrols both mobile and on foot. You will respond to and deal with requests for assistance, support and guidance, first aid, intruder, fire alarms and customer care. You will assist with passenger lift evacuations (as necessary) and general support to students, staff and visitors. Full and appropriate training will be provided. You will play an important role in maintaining a safe and secure environment, responding to changing crime patterns, using initiative and intelligence.

You will provide a quality, customer focused service within a diverse, growing and complex organisation, ensuring the highest levels of service provision and delivery in support of University, Departmental and Business objectives.

Educated to GSCE level (grade c or above), or an equivalent educational qualification are required. You will have relevant working knowledge and experience of current security matters.

You will be required to have experience of IT based systems and a working knowledge of associated security legislation, including but not limited to Access controls systems, CCTV and Data Protection Act 1998.
Main purpose of the role

- To assist the Director of Health, Safety and Security through the Security Manager in engendering a strong, positive safety culture in the University community. To provide a safe and secure environment for all staff, students, and visitors by the effective provision of a professional security service for the University.

- This role supports the provision of a 24/7 365 service delivery of professional Security Services and requires a work shift pattern/rota as implemented by the Security Manager for the University.

- You will also provide advice and support on security related issues to stakeholders at all levels across the University and support/contribute to projects to develop the efficiency and effectiveness of security processes and procedures.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- To provide a highly visible and professional security presence at the University, maintaining constant observations in order to provide an effective and appropriate response to persons in need of assistance or difficulty, identifying potential criminal and non-criminal activities, ensuring a safe and healthy environment for all.

- Responding appropriately and professionally to request for assistance including First Aid (in line with training) and SafeZone applications.

- Responding to fire alarm activations, undertaking alarm investigations in line with training and University Policy and if necessary evaluating the necessity of Fire Brigade attendance and support.

- Responding to requests for lift release and evacuation in line with training and University Policy.

- Checking and testing the physical security arrangements of University buildings and premises.

- To provide support to Departments out of hours when dealing with alarms and incidents (as appropriate).

- Ensure and maintain a high visibility security presence at all times at the University.

- Accurately record details of any incident/occurrences as appropriate and in line with training.

- Undertake initial investigations of criminal and non-criminal incidents and support the Police as appropriate.

- Undertake Security Centre duties (as appropriate) and as directed by the on duty Security Supervisor.

- To undertake other related tasks and special project(s) commensurate with your role as directed by the Security Manager/Director HSSD.
# PERSON SPECIFICATION

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<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Educated to GCSE level standard or equivalent experience/qualifications with relevant experience (grade C or higher)</td>
<td>Essential</td>
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<tr>
<td>Hold a valid First Aid Certificate of Competency</td>
<td>Desirable</td>
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<tr>
<td>Hold a current Security Industry Association (SIA) Level 2 supervisor licence</td>
<td>Desirable</td>
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## Knowledge

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<tr>
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<tr>
<td>Sound working knowledge of IT systems include Word processing packages and e-mails etc.</td>
<td>Essential</td>
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<tr>
<td>Sound working knowledge of SIA procedures and standards.</td>
<td>Desirable</td>
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<tr>
<td>Understanding of initial investigation of criminal and non-criminal incidents</td>
<td>Desirable</td>
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<td>Knowledge of Police and Criminal Evidence Act (PACE) and the Serious Organised Crime Act (SOCA).</td>
<td>Desirable</td>
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## Skills, Abilities and Competencies

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<tr>
<td>Excellent communication and interpersonal skills (written and oral) that support investigation of incidents and situations</td>
<td>Essential</td>
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<td>Ability to work unsupervised and as part of a small team</td>
<td>Essential</td>
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<td>Problem solving skills and handling/dealing with difficult or potentially sensitive situations</td>
<td>Essential</td>
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<td>Interviewing individuals under a wide range of circumstances that may involve stressful situations</td>
<td>Essential</td>
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## Experience

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<tr>
<td>Demonstrable experience of managing customers’ expectations</td>
<td>Essential</td>
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<td>Ability to work to tight time frames and respond to alarm activations/situations</td>
<td>Desirable</td>
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<td>Demonstrable experience of interviewing individuals and taking written witness statements</td>
<td>Desirable</td>
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<td>Updating and maintaining Security Logs/Note books and Incident Reports</td>
<td>Desirable</td>
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<td>Collating data and information to create reports and incident logs</td>
<td>Desirable</td>
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<td>Recent experience of aspects of security services</td>
<td>Desirable</td>
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## Personal Attributes

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<tr>
<td>Excellent inter-personal and communication skills</td>
<td>Essential</td>
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<td>Flexibility and adaptability to react to unexpected situations in a professional, authoritative and diplomatic manner</td>
<td>Essential</td>
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<td>Willingness to learn new and develop existing skills</td>
<td>Essential</td>
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<tr>
<td>Hold a current and clean driving licence</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent inter-personal and communication skills</td>
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The Health Safety and Security Department (HSSD) comprises of a small but diverse team providing a range of specialist professionals, covering Health, safety, occupational training, insurance, security services, fire safety, radiation, laser safety and biological sciences. The department is supported in the delivery of its services by an office administrator and clerical assistant (Insurance).

HSSD provides a wide range of in-house specialist support to all members of the University community. The department comprises professionally qualified and accredited staff from a variety of key safety and security related disciplines, including specialist roles such as radiation safety, biosafety, fire risk assessment and business continuity. The department aims to provide practical and pragmatic support that enables all stakeholders to work effectively towards the University’s stated aims of academic and research excellence, whilst demonstrating best practice in its safety and security procedures.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online
- Go to https://jobs.york.ac.uk
- Find this job using reference 6420
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 28 February 2018

What will I need?
We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance
Direct any informal queries to geoff.brown@york.ac.uk

If you have any questions about your application, contact the HR Services team:
recruitment@york.ac.uk
+44 (0)1904 324835