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| **Job specification** | | |
| Job Description | | Deliver a campus security service by monitoring students, staff, visitors, and other persons to guard against theft, unauthorised admittance and to maintain security of the premises. |
| Key Responsibilities | | Ensure all security procedures are followed, carrying out required checks and processes to provide a safe environment  Provide a reception service – respond to incoming telephone calls in a timely and professional manner, meet and greet all visitors, students and staff. Reporting of faults, incidents management using the MyTag system and signing in external contractors.  Ensure any new students are directed to the Student Services Department to be issued with a pass  Building patrols – internal & External. Carried out before opening, hourly during- operational hours and a lockdown patrol before closing the building daily.  Ensure any visitors to the building are registered and issued with a Building Visitor Pass.  Respond to any building alarms and investigate disturbances  Write reports of any irregularities including equipment or property damage, theft, presence of unauthorised persons or unusual occurrences  Record facilities issues on the facilities log for the Facilities Team to action  Maintain an up to date understanding of QA’s Health & Safety policy  Help co-ordinate evacuation of the centre in the event of an emergency and to provide support and co-ordination of calls for First Aid, Risk Assessments, Health & Safety issues etc.  Patrol the site to secure the building - ensure all doors and windows are locked and the alarm set |
| KPIs & SLAs | | Security Best practice is adhered to |
| Key Working Relationships | | QAHE staff  Students, visitors, external representatives |
| Experience | Experience in a customer service role  Confliction resolution experience | |
| Knowledge | SIA Badge/Requirements – Conflict management & Physical intervention skills | |
| Qualifications | SIA Door Supervisor License. | |