



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Security Officers (Day shifts) – Security Services



Salary: Grade 3 (£17,079 - £18,688 p.a.)

Reference: FDSEC1023

Security Officers (Day shifts)

Facilities Directorate

Are you passionate about delivering excellent customer service? Are you looking for a challenging and varied role? Do you want to be part of a Security Service that ensures the safety of University staff, students and visitors, property and equipment, 24 hours a day, 365 days a year?

We are looking for professional, proactive and highly motivated individuals to join our Security Team. Working as part of the team your key focus will be ensuring the security and safety of University personnel (including students, staff and visitors), property and equipment. As a member of the Security Services team you will also be part of Estates and the Facilities Directorate, providing a quality service to students, staff and members of the public.

Reporting to the Shift Manager/Supervisor your role will be varied with new challenges each day. Our main University campus, where the majority of our activity is based, is located on edge of Leeds city centre, and with 33,000 students and 8,000 staff it is home to a vibrant and diverse community. Patrolling our campus and other University properties across the city, you will help staff, students and visitors, responding quickly to alarms, disturbances or incidents in a calm and professional manner.

A flexible approach is important as you will be required to work a rotating shift pattern, this would normally equate to a 35 hour working week, worked 5 days over 7, usually Monday to Friday. Day shifts are 7:00am to 3.00pm and 11:00am to 7:00pm, on a fortnightly pattern. Security Services staff are required to provide a flexible service, working as necessary to meet the needs of the business, therefore some weekend shifts will be required at peak times of the year e.g. new student arrivals in the month of September, or on University open days.

We welcome and encourage applications from all sections of the community. For this role we would particularly welcome applications from women, as they are underrepresented within the Service. We will select the best candidate solely on the basis of merit and ability to do the job.



What does the role entail?

As a Security Officer your main duties will include:

- Patrolling on campus, including traffic patrols on University campus and other University of Leeds properties ensuring the security and safety of all University personnel, students and visitors;
- Responding quickly to fire, panic and intruder alarms and dealing with any disturbances including trespassers, crimes or incidents on our property;
- Providing support to University events, ensuring visitors are welcomed to the campus and have a safe and enjoyable experience;
- Responding appropriately to the report of crimes or incidents, taking steps to preserve crime scenes, liaising with the Police, and detaining individuals where necessary;
- Dealing with incidents and security issues in accordance with University of Leeds security operating procedures, and providing first aid if required;
- Checking of buildings for signs of break-in, responding to building maintenance problems and reporting any health and safety hazards accordingly;
- Attending any instances of undesirable behaviour, using a calm and professional manner to try to diffuse situations; reporting such behaviour to the Shift Manager/Supervisor;
- Working in the security control room, monitoring the alarm and CCTV systems, dealing with general enquiries, emergency calls and customers at the Security Office counter;
- Maintaining and compiling accurate records, written incident reports and witness statements where appropriate and filing them accordingly;
- Providing support to Residential Site Wardens/Duty Sub-Wardens in the event of any anti-social behaviour or student welfare incidents and report all instances to the Shift Manager;
- Wearing appropriate personal protective equipment (PPE) clothing/equipment provided by the University, at all times;
- Engaging with ongoing training and development, as required by the role.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.



What will you bring to the role?

As a Security Officer you will have:

- A full driving licence (manual vehicles) and the ability to drive vehicles in a safe manner, to patrol university properties;
- Experience of working in a customer related role and interacting with the public;
- Excellent interpersonal skills and ability to communicate with people at all levels;
- Good written skills with experience of completing accurate written records and reports;
- IT skills with the ability to use email and Office software packages (e.g. Microsoft Office);
- The ability to demonstrate good customer care skills with a commitment to providing excellent customer service;
- The ability to work with minimum supervision but also as part of a wider team;
- Demonstrable behaviours in line with University and Commercial and Campus Support values.

You may also have:

- SIA level 2 Award in Security Guarding/or Door Supervision;
- Experience of working in a security related role;
- Valid First Aid Certificate;



How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised [closing date](#).

Contact information

If you have any queries about the role, please contact:

Malcolm Dawson, Security Services Manager

Email: m.dawson@leeds.ac.uk

Additional information

Working at Leeds

You'll have a generous paid holiday entitlement each year (including bank holiday allowance), as well as access to a range of policies promoting work life balance and flexible working. These include generous maternity, paternity and adoption leave, as well as schemes to enable you to request flexible working arrangements or take unpaid leave. We operate several pensions schemes, covering different groups of staff, and you'll also have access to a variety of special deals on health, fitness and shopping, as well as discounted public transport season tickets.

You can find out more about our generous benefits package and more about what it is like to work at the University and live in the Leeds area in our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found in our [Accessibility](#) information or by getting in touch with us at disclosure@leeds.ac.uk.



Commercial and Campus Support Services Values

Aligned to the University's values and standards, Commercial and Campus Support Services have defined [four core values](#) that capture the essence of what we represent as a team.

Criminal record information

This post requires a basic criminal record check from Disclosure and Barring Service (DBS) and any equivalent overseas authorities where relevant. The successful candidate will be required to give consent for the University to check their criminal record status and all applicants must declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

