



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Duty Operations Manager (Security), Facilities Directorate



Salary: Grade 6 (£27,025 - £32,236 p.a.) plus current Security Service Weighting Allowance of £3,300 p.a.

Reference: FDSEC1024

Closing date:

Duty Operations Manager (Security) **Security Services, Facilities Directorate**

Are you passionate about delivering excellent customer service? Do you have experience of managing and motivating staff? Do you want to be part of the management team for our Security Service, which ensures the safety of University staff, students and visitors, property and equipment, 24 hours a day, 365 days a year?

As Duty Operations Manager (Security) you will help to lead and manage day to day operations within the Security Service, ensuring the highest standards of service in providing a safe environment for the university community. 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.

You will be a critical link between the service, partner services, University departments and the senior management team. This link will ensure you respond to critical incidents, daily operational issues and the planning process in a coherent way.

You will have extensive experience of leading and managing teams of security staff within a security, facilities management or customer service environment along with an ability to assess and diffuse difficult situations in a calm and professional manner. With excellent communication and organisational skills you will have experience of producing written reports, managing data and using a variety of systems. You will have a proven ability to provide excellent customer service combined with a drive for continuous improvement.

A flexible approach is important as you will be required to work a rotating shift pattern agreed on an annual basis, which includes day, weekend and night shifts.

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 Duty Operations Manager (Security), your main duties will include:

- Leading, managing and motivating a team of security staff to deliver a high quality service to our customers, with responsibility for scheduling, recruitment, performance management, staff review, training and development;
- Managing health and safety in accordance with University policies and procedures ensuring the health, safety and wellbeing of staff;
- Taking an active role in service audits, covering compliance, safety, quality and sustainability and supporting the Service in ensuring compliance with wider University systems, processes and procedures;
- Attending any emergency and critical incidents in accordance with procedures, acting as the Security Services point of contact, liaising with stakeholders and security team as required;
- Producing accurate reports associated with incidents and crimes, ensuring stakeholders receive the required information in a timely manner;
- Working with the Security Services Management to implement customer service standards in line with service level agreements, recognised management standards and accreditation schemes, using customer feedback to continually improve the service;
- Taking reasonable action to prevent or detect criminal offences on University property or against staff, students or visitors, working closely with our Police Liaison Officer. In addition, taking positive action as part of the leadership team to design processes to prevent and detect criminal activity;
- Being responsible, on request, for the supervision of Campus Support Staff working outside normal hours e.g. weekend cleaning staff or lone workers;
- Monitoring expenditure against budgets and in conjunction with the Security Services Management, ensuring that all controllable costs associated with the service are managed and maintained within that budget;
- Promoting and upholding Commercial and Campus Support Services' and University values through personal example and working practices.
- Promoting equality and inclusion for students and staff to sustain an inclusive and supportive work environment in accordance with University policies;

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 Duty Operations Manager (Security) you will have:

- A full current valid driving licence (manual vehicles) with the ability to drive vehicles in a safe manner, to patrol university properties;
- Extensive experience of leading and managing staff, including supervisors within a security, facilities management or customer services environment;
- A proven ability to provide excellent customer service and care with a commitment to continuous service improvement;
- Excellent communication and interpersonal skills, to interact effectively with a wide range of stakeholders with the ability and experience to deal with distressing issues in a sensitive manner, diffusing difficult situations whilst remaining calm and professional;
- A good working knowledge of the law applied to security issues and an understanding of relevant health and safety legislation in relation to security matters;
- An understanding of the setting and controlling of budgets and experience of managing resources within set budgets;
- Good IT skills with the ability to use email and Office software (e.g. Microsoft Office) with experience of producing written reports, managing data and using a variety of systems;
- Excellent team working skills with the ability to build, maintain and develop effective relationships within the immediate team and colleagues across the wider service, Facilities Directorate and University;
- Good organisational skills including the ability to prioritise, plan and organise own and others' workloads effectively, work under pressure and deal with multiple demands;
- Demonstrable behaviours in line with University and Commercial and Campus Support Service values.

You may also have:

- NVQ level 3 in Customer Service or equivalent;
- Valid First Aid Certificate;
- Experience of managing contracted Security staff;



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

To explore the post further or for any queries you may have, 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 on our [Working at Leeds](#) information page.

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.



Candidates with disabilities

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

Criminal record information

Rehabilitation of Offenders Act 1974

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 subject to the University being satisfied with the outcome of these checks, in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

