

**University of London
Job Specification**

Job Title: Security Operations Manager
Department: Property & Facilities Management
Section: Estates Operations
Level: 7 AMP

Job Purpose:	To manage the security services to a professional and high quality standard and ensure a customer focused service is delivered in a safe and secure environment to University of London	
Job Content:		%
<ol style="list-style-type: none"> 1. To manage, lead and monitor performance levels of the security operation services and functions, resources and equipment delivering high quality, customer focused services for all stakeholders. 2. Oversee workflow, ensuring compliance with process/procedures and that issues are resolved promptly and effectively 3. Ensure CCTV control room is full compliance with operating policy and procedures 4. Following approvals, manage CCTV request and checks carried out in accordance with General Data Protection Regulations (GDPR) and UoL CCTV policy 5. Liaise with appropriate agencies (e.g. Police, emergency services) and assist with criminal occurrences and investigation on University sites 6. Liaise regularly with stakeholder and neighbouring Colleges 7. Manage incidents and ensure they are closed off 8. Manage the incident report system and ensure information are complaint 9. Ensure accurate and detailed reports and records are maintained e.g. training and rotas and carry out audit that staff have valid licence i.e. CCTV licence 10. Provide reports as directed by line manager in relation to security services 11. Manage and regularly review Standard Operating Procedures for each sites 12. Manage HR issues in relation to team and carry out staff appraisals and welfare checks 13. Deliver appropriate training to security staff as and when necessary 14. Lead, manage and allocate team rota and day to day operational tasks 15. Manage the relationship with stakeholders and attend relevant departmental meetings on behalf of team 16. Proactively seek service improvements and efficiencies. 17. Implement policies and procedures in relation to security services 18. Ensure security officers/operatives adhere to the procedures in Standard Operating Procedures (SOPs) 19. Lead on the management of University property against loss, theft, damage (including water and fire) and waste 20. Monitor relevant channels for threats that may affect activities and carry out due diligence 		

<p>21. Lead on security management for VIPs and other major visits/events to University</p> <p>22. Lead on complaints investigations and respond to stakeholders in a timely manner</p> <p>23. To work closely with University staff, students and contractor's staff to ensure a seamless and coordinated service is provided to all building users.</p> <p>24. To promote the University's image and services wherever possible.</p> <p>25. Maintain a flexible approach to assisting other departments as and when required</p> <p>General:</p> <p>26. Training to include First Aid, mental health first aid, Fire Emergency procedure, Customer Service.</p> <p>27. Maintain current knowledge and awareness of industry 'best practice' guidelines and relevant legislation with security and CCTV control room and safe and secure working environment</p> <p>28. To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.</p> <p>29. To maintain an awareness and observation of fire and health and safety regulations</p> <p>30. Any other duties consistent with both the grade and scope of the post</p> <p>31. Any other duties reasonably required of the post holder by the reporting manager.</p>	
<p>Reports to:</p> <p>Responsible for:</p>	<p>TBC</p> <p>Security Operative/Officers (numbers TBC) Security Team Leader/Controller (TBC)</p>
<p>Additional demands of the role:</p>	<p>Security officers/operatives are based on multiple buildings and work different shifts such as evenings, early mornings and weekends, the post holder will be required to be flexible in their working hours to accommodate different shifts.</p>

Person Specification

EXPERIENCE & PERSONAL QUALITIES

Essential

- To be able to communicate confidently in a clear, concise and polite manner
- Customer service relationship skills
- Ability to negotiate and influence staff and students and maintain confidentiality
- Excellent administration, time management and organisational skills
- Ability to engage with all staff, students and visitors in a professional and friendly way
- Ability to problem solve, and awareness of when to escalate issues as required
- Excellent email and written skills
- Proactive, flexible and professional attitude
- Ability to operate in a busy environment
- Experience of developing successful staff rotas and developing security procedures
- Assertive, confident manner

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- IT Literate with good knowledge of Microsoft applications
- Understanding of security legislation and best practices as well as good
- Understanding of statutory compliance i.e. health and safety
- Understanding of the use of technical security systems- CCTV. Access control, fire safety monitoring system, phones and radios
- Health and Safety awareness
- Experience of management within security environment
- SIA CCTV licence training and certification

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- No specific educational qualifications are required but the post-holder must possess basic numeracy and literacy required to liaise effectively with staff, students and visitors
- Security Industry Authority (SIA) CCTV licence is required.

Competency Requirements	Essential	Desirable
Academic Community focus	B	
Adapting to change	B	
<i>Commercial awareness (optional)</i>	A	
Creativity and innovation	B	
<i>Customer focus (optional)</i>	C	
<i>International engagement (optional)</i>		
Interpersonal understanding	C	
Leadership	C	
Managing resources	C	
Organisational commitment	B	
Proactivity and planning	C	
Problem solving and decision making	C	
Performance Management	C	
Resilience	B	
<i>Staff development and commitment to learning (optional)</i>		
<i>Stakeholder focus (optional)</i>		
<i>Striving for excellence (optional)</i>		
Working collaboratively with others	C	
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.</p> <p>For further information on each of the competencies and relevant levels, please refer to the University's Competency Model: https://london.ac.uk/sites/default/files/governance/UoL-Consolidated-Competency-Model-%28Updated-Oct-2018%29.pdf</p>		