JOB DESCRIPTION

Job Title: Campus Watch Safety Officer

Department / Unit: Estates

Grade: RHUL 5

Reporting to: Security Support Manager

Responsible for: No Staffing responsibilities

Main purpose of the Post

The post holder will be responsible for helping Security Services and the College in our aim to provide a safe and peaceful learning environment where all members of our community can learn in an atmosphere of safety and equality.

To contribute to the work of Campus Security team, Residential Premises, Student Advisory and Wellbeing Services, Library Services and the Hall Life team by providing a dedicated overnight safety and welfare service, identifying and addressing issues within the Royal Holloway campus. The post holder will be expected to be an ambassador for the aims and expectations of the College to all our students, staff and external contacts. You will be expected to familiarise yourself with College’s policies on equality and diversity and ensure these are upheld by the campus community.

Main Duties and Accountabilities

1. To respond to incidents and welfare emergencies during your hours of work, working to support the Campus Security team, Residential Premises, Student Advisory and Wellbeing Services, Library Services and the Hall Life team. To promptly escalate serious issues to the Campus security Team.

2. To monitor activity and provide a visible presence across campus, providing reassurance to the Campus Community (This includes the satellite parts of Campus).

3. To provide a calming influence to students on campus (Particularly after Late night campus functions) and encourage a safe and happy campus environment.

4. To be available to talk with students when on duty and guide them to the relevant department to obtain advice and support.

5. To address Breaches of the Regulations applicable to College campus, endeavouring to maintain a safe and peaceful living environment for the College community; recording details of actions taken for possible future use (College disciplinary procedures, Criminal investigations by the Police).

6. To respond to issues relating to the Campus that may impact on the Safety and Wellbeing of students.
7. To attend and participate in initial and follow-up training, Team meetings, progress meetings and any other meetings relevant to the post.
8. To produce reports where necessary in line with procedures and with regard to confidentiality and Data protection.
9. To develop an understanding of issues which may potentially affect students (e.g. alcohol use, mental health issues, Culture shock amongst others) and, through training, development and experience and deal effectively with such situations.
10. To develop knowledge of specialist skill within the College and know who to contact to access those skill which may be outside your own capabilities.
11. To ensure you observe University Policies and Procedures as communicated to you, including Health and Safety policies and remain professional at all times.
12. To monitor designated residencies paying particular to vulnerable students and areas and to noise and anti-social behaviour.
13. To drive College vehicles.
14. Undertake College mandatory and personal development training as required.
15. When requested provide additional support to the On Duty Security Team.
16. Any further duties that maybe required from time to time commensurate with the grade e.g. student Case conferences, College Events and any ad hoc incidents.
17. Work a Front of House / Reception post 50% of your postings.
18. You are required to wear the full uniform provided at all times whilst on duty

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.