



JOB DESCRIPTION

Job Title	Security Officer
Department	Estates Department
Grade	RHUL 5
Accountable to:	Security Shift Manager
Purpose of the Post	
To ensure the provision of a safe environment for staff, students and visitors and to maintain the physical security of University buildings, property and equipment. To carry out the above service in a professional manner in line with the Security Operations Manual and College Policies and Procedures	
Key Tasks	
The main duties and responsibilities include: <ul style="list-style-type: none">a) Providing excellent customer service to staff, students and visitors.b) Dealing with face-to-face enquiries at the security control office.c) Responding immediately and effectively to any security incident across campus.d) Dealing with any follow-up enquiries as part of a secondary investigation.e) Opening and securing buildings as per the College/users requirements.f) Carrying out mobile and foot patrols of grounds and premises.g) Monitoring of traffic entering College grounds.h) Operation and utilisation of alarm systems.i) Issuing of keys in line with documented procedures.j) Liaising with the police and other emergency services.k) Facilitating approved access for out of hours working, including emergency callouts as necessary.	

- l) Ensuring an accurate report and statements of any incident are recorded.
- m) Ensuring all necessary report about incidents, safety, crime and fire alarms are completed as soon as is practicable.
- n) Ensure a continuous presence by a member of the security team is maintained within the security control office at all times.
- o) Provide a telephone service for all calls received within the security department.
- p) Operate effectively all of the functions of the security control office including radio equipment, alarms, CCTV monitoring and all other systems which form an integral part of the operational need, as directed by the security shift managers.
- q) Traffic control including issuing of parking charge notices.
- r) Undertake special function duties, for example during events.
- s) To receive any found property and log all lost and found property.
- t) To undertake any training as required.
- u) To perform duties on a changing shift system.
- v) Any further duties which may be reasonably required from time to time commensurate with the grade.

NB - All staff are expected to comply with the College's Health and Safety and Equal Opportunities policies in the performance of their duties. It is a requirement to wear the full uniform provided at all times when 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 his/her manager.

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