



## JOB DESCRIPTION

<b>Job Title:</b>	Campus Watch Safety Officer
<b>Department / Unit:</b>	The Estates Department
<b>Job type</b>	Security
<b>Grade:</b>	5
<b>Accountable to:</b>	Security Shift Manager
<b>Accountable for:</b>	
<b>Purpose of the Post</b>	
<p>The post holder will be responsible for helping the Estates Department and the College in our active aim to provide a safe peaceful learning environment where all members of our community can learn in an atmosphere of safety and equality.</p> <p>To contribute to the work of the Campus Security team, Residential Premises, Support &amp; Advisory Services and the Student Life Team by providing a dedicated overnight safety and welfare service identifying and addressing issues within Royal Holloway campus.</p> <p>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 the College's policies on equality and diversity and ensure these are upheld by the campus community.</p>	
<b>Key Tasks</b>	
<ol style="list-style-type: none"> <li>1. To respond to incidents and welfare emergencies during the evening and overnight, working to support the work of Support &amp; Advisory Services, Residential Support Team, Residential Premises Team and Security, and promptly escalating serious issues.</li> <li>2. To monitor activity and provide a visible presence across campus providing reassurance to the Campus Community (including our residential Halls located North A30 and Kingswood).</li> <li>3. To staff receptions at our residential Halls, as necessary, for example on main campus, North A30 and Kingswood.</li> <li>4. To provide a 'calming' influence on students on campus (especially after late night Campus functions and events) and encourage a safe and happy campus environment</li> </ol>	

5. To be available to talk with students when on duty and guide them as to where they can obtain advice and support
6. 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 (e.g. in University disciplinary procedures).
7. To respond to issues relating to the Campus that may impact on the safety and wellbeing of students.
8. To attend and participate in initial and follow-up training, team meetings, progress meetings and other meetings relevant to the post.
9. To produce reports where necessary in line with procedures and with regard to confidentiality and Data Protection.
10. To develop knowledge of specialist skills within the College and know who to contact to access those skills which may be outside of your own capabilities.
11. To develop an understanding of issues which may potentially affect students (e.g., alcohol use, mental health issues, culture shock) and, through training, development and experience, and deal effectively with such situations.
12. To ensure you observe University Policies and Procedures as communicated to you, including Health and Safety Policies and remain professional at all times.
13. To monitor designated residences paying particular attention to vulnerable students and areas, and to noise and anti-social behaviour.
14. Undertake College mandatory and personal development training as required.
15. When requested provide additional support to the 'on duty' security shift staff.
16. Any further duties that maybe required from time to time commensurate with the grade e.g., Student Case Conferences, Team Meetings and College events.

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.

#### **Internal and external relationships**

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

**POST TITLE:** Campus Watch Safety Officer

**DEPARTMENT:** Estates Department

**POST REFERENCE:**

CRITERIA	ESSENTIAL (E) or DESIRABLE (D)	TESTED BY (Application Form, Interview, Test, Presentation etc)
<b>QUALIFICATIONS AND TRAINING</b>		
GCSEs or equivalent including in English and Maths	E	Application Form
Full UK Driving Licence	E	Application Form
First Aid qualification	D	Application Form
<b>SPECIFIC SKILLS, EXPERIENCE AND KNOWLEDGE</b>		
Strong verbal and written communication skills	E	Application Form/Interview
Active Listening Skills	E	Interview
Able to work under pressure or in unexpected situations	E	Application Form/Interview
Competent IT skills inc. Word & Excel	E	Interview
Able to handle emotional and difficult situations	E	Application Form/Interview
Able to make operational decisions quickly and accurately	E	Interview
Ability to identify critical situations	E	Interview
Understanding and appreciation of student issues	E	Application Form/Interview
Ability to write concise reports to an excellent standard	E	Interview
Experience of building good working relationships	E	Application Form/Interview
Able to manage confrontational situations	E	Application Form/Interview
Experience of helping others	E	Application Form/Interview
Experience of working with students/ young people	E	Application Form/Interview
Experience of working in a customer facing role	E	Interview
<b>PERSONAL AND INTERPERSONAL QUALITIES</b>		
Good understanding of the HE sector	D	Interview
Demonstrate ability to deliver quality service and standards	E	Interview
Good understanding of confidentiality and data protection	E	Interview
<b>PHYSICAL REQUIREMENTS</b>		
Ability to undertake the duties associated with the role	E	Interview
<b>CIRCUMSTANCES (e.g, unsocial hours etc)</b>		
Flexible with working hours	E	Interview