

JOB DESCRIPTION

Job Title:	Head of Security
Department / Unit:	Estates (Campus Security)
Job type	Professional Services
Grade:	RHUL 9
Accountable to:	Deputy Director of Estates (FM)
Accountable for:	Deputy Head of Security Security Team Administrator
Purpose of the Post	
<p>The post is a key senior strategic planning and operational position with an emphasis on delivering a safe and welcoming campus for customers of Royal Holloway University including students, staff, and visitors.</p> <p>The post holder will foster a culture of belonging, through cultivating a supportive and customer-service focused Campus Security Team through an approved strategic plan. This includes, engaging with internal and external stakeholders to ensure effective service delivery, and maintaining the security of campus buildings, facilities, parking, and grounds of the University.</p> <p>The post holder will provide the essential leadership required to ensure that the departments infra-structure, staffing and resourced are managed and engaged on a continuous improvement basis, including developing departmental training plans and individual PDRs to aid the departmental development.</p> <p>The post holder will set the strategy for the continued development of the Universities security service including advising on security related issues, setting and reviewing the service KPIs and SLAs, ensuring that all policy, procedures and systems of work are current, up to date and relevant, and are in line with the University's strategic objectives.</p> <p>The post holder will be responsible for the delivery of a professional, valued and appropriately consulted and communicated "customer focused" coordinated Campus Security Team for the benefit of the University's wider stakeholder community, and the reporting of its effectiveness against the agreed KPIs and SLAs.</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. To promote and ensure adherence to the University's Equality, Diversity, and Inclusion Policy in all departmental activities, and to actively promote equality of opportunity wherever possible. 2. To lead on the design, implementation and delivery of the strategic operational policies and procedures to provide the vision and direction to deliver a safe and welcoming campus at Royal Holloway University for all students, staff, and visitors. 	

3.	To lead on the development and maintenance of a risk based security policy for all University sites in line with current and future legislation including consultation with interested stakeholders such as the Director of Health & Safety and Business Continuity. To evaluate risk and identify suitable solutions to maintain and continually improve the safety of the campus and to deliver supporting change programmes, as required.
4.	To lead in the development and implementation of risk based contingency planning and incident / emergency response management procedures in collaboration with key stakeholders.
5.	To manage and have delegated control of the campus security budget and to identify opportunities for efficiencies, savings, and investments, particularly through the use of technology and removing silo working.
6.	To lead on the delivery of crime prevention advice and guidance and its application across a complex site and with a varied audience. Including acting as the champion for safety and wellbeing as it relates to a 24/7 365 Higher Education Environment.
7.	To develop the values led, people-focused, culture for services delivery within the Campus Security Team.
8.	To work collaboratively with other Heads of Service on the development of shared service standards focusing on the development of a culture of belonging and wellbeing on RHUL campuses.
9.	To be responsibility for the drafting of quarterly and annual support services review reports including engagement from all appropriate stakeholder groups and the use of appropriate data. Conduct investigations into incidents as directed.
10.	Oversee the continuous professional development and training of the Campus Security Team in order to create and support a high-performance team. Including the development of a meaningful PDR process.
11.	To develop a training matrix for all team members consisting of both mandatory and non-mandatory training and ensuring team training is kept up to date and relevant.
12.	To ensure compliance with all current legislation regarding management of data (GDPR), including written, photographic, and video.
13.	Actively engage with internal and external stakeholders to ensure that customer needs are met, including representatives of the student voices, Campus Security and Safety Group and feedback on the actions of the Campus Security Team. This includes ensuring the visibility of the Team including through events such as Open Days, Welcome Week, Graduation etc.
14.	To take a leading role in the preparation, pro-active management and reporting of all security related maintenance contracts such as CCTV, ANPR, Parking Management including periodic quality and performance reviews.
15.	To lead in the audit, use and development of technology solutions such as CCTV, access control, key management, incident reporting and recording, statistical trend planning.
16.	To act as subject expert in the procurement and delivery of new / updated technology solutions.
17.	To act as subject expert in providing advice to individual schools and the University executive on security issues.
18.	Collaborate with Executive Deans and Directors of Professional Services to ensure that potential risks related to their area are reflected in the risk register and develop effective mitigation plans.
19.	To establish a monthly reporting structure for the University senior management which uses operational data to understand trends, patterns and activities that may impact the safety or security of the University, collaborating with the local police force and other local stakeholders to identify opportunities and initiatives to manage and mitigate any potential risk.

20. Maintain awareness of local or national issues or activities that impact the safety of students, staff, visitors, and members of the public, and well as best practice within the sector and wider UK.
21. To act as a Bronze during a significant incident if required and be the point of contact with statutory services who arrive on Campus.
22. To be prepared to undertake additional duties in support of major events, including commercial events, in support of the Campus Security Team's aim and objectives, and to undertake any other reasonable requests from the senior management team.
23. Active management of the University's security service and infra-structure procurement processes and procedures, in conjunction with the University's Finance Department, Legal Support and Procurement Team to maximise effectiveness and value for money through procurement frameworks etc.

Other Duties
<p>The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</p>
Condition of appointment
<p>This role is exempt from the Rehabilitation of Offenders Act. Consequently, all applicants will be asked to declare both unspent and spent convictions on their application form.</p> <p>Appointment of the successful candidate will be conditional on an appropriate Disclosure and Barring Service check.</p>
Internal and external relationships
<p>The following list is not exhaustive, but the post holder will be required to liaise with:</p> <p>Internal (University)</p> <ul style="list-style-type: none"> ▪ University Council ▪ University Executive / SMT ▪ University Academic Schools ▪ University Professional Services Departments ▪ University Students Union ▪ University Staff and Students <p>External</p> <ul style="list-style-type: none"> • Surrey Police • Surrey County Council • Runnymede Borough Council • Surrey Fire and Rescue • MP & Local Councillors • The Crown Estate • Local Community and Residents Associations and Groups

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Head of Security	Department: Estates		
	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training			
Degree or Level 6 qualification in a relevant subject	X		Application Form / Interview
Demonstrable knowledge of current EDI and wellbeing best practice related to the post	X		Interview
Demonstrable knowledge of risk management and health and safety, related to the role	X		Application Form / Interview
Technical knowledge of security priorities, policies, and procedures	X		Application Form / Interview
Skills and/or Abilities			
Good IT skills, including working knowledge of the Microsoft Office Suite	X		Application Form
Excellent communication and interpersonal skills both written and oral	X		Application Form / Interview
Demonstrable experience of investigating complex incidents, including scene management and associated procedures	X		Application Form / Interview
Ability to manage confidential, difficult, or sensitive matters	X		Application Form / Interview
Ability to build effective relationships and work collaboratively including demonstrable skills in stakeholder management	X		Application Form / Interview
Experience			
Leadership or management experience in a relevant role or discipline, including a focus on customer-service and staff development	X		Application Form / Interview
Demonstrable experience in operational planning, development, and delivery	X		Application Form / Interview
Experience of designing and implementing emergency response plans	X		Application Form / Interview
Experience of delivering change programmes from design to implementation	X		Application Form / Interview
Working with emergency services in relation to the university community with respect to incidents and post incident situations		X	Application Form / Interview
Other requirements			
Flexibility and adaptability to react to unexpected situations in a professional and diplomatic manner	X		Application Form / Interview
Ability to work well under pressure during stressful situations, such as emergency incidents	X		Application Form / Interview
SIA qualified badge holder		X	Application Form
First Aid Qualified		X	Application Form