JOB DESCRIPTION

Job Title:	Head of Security
Department / Unit:	Department of Estates
Job type	Full Time, Permanent, Professional Services
Grade:	RHUL 9
Accountable to:	Line management - Deputy Director of Estates (FM) Accountability Campus Life Group University Executive / SLT
Accountable for:	Deputy Head of Security Campus Security Team (@35 staff) Team Administrator

Purpose of the Post

The post is a key senior strategic planning and operational position with an emphasis on delivering a welcoming, inclusive, positive, and safe campus environment for members of Royal Holloway University including students, staff, and visitors.

The post holder leads a team with a responsibility for enabling a safe environment through community engagement and collaboration, with a strong emphasis on belonging and inclusivity. Recognising that the campus is an extension of our students' home, the post holder should and ensure the team's practices and processes, in partnership with students and staff, foster a community focused on learning, enjoyment and wellbeing.

Their major contribution is keeping our campus safe and secure, but how that is done – in partnership and by consent – is the vital measure of success. This means ensuring effective service delivery of high quality that extends beyond solely maintaining an appropriate security environment for buildings, facilities, parking, and grounds on our campuses. Their team also serve as first responders to students in distress, providing reassurance through their active presence and visibility. Their role is to be approachable, open and professional, supporting students to live their best lives at our University. The post holder must continuously develop and enhance this approach to ensure its effectiveness.

The post holder will provide the essential leadership required to ensure that the service infra-structure, staffing and resources are managed, data-led, engaged and aligned on a continuous improvement basis, including developing a Campus Security Team Service plan, service training plans and individual PDRs to aid and align service development with the wider Education and Student Experience strategic action plan.

The post holder will set the strategy for the continued development of the University's Campus Security Team including advising on security related issues through the appropriate governance and management oversight committees; setting and reviewing the service KPIs, SLAs and dashboards to

align with the objectives of our RH2030s strategy, ensuring that all policy, procedures and systems of work are legally compliant, current, appropriately consulted and communicated, and relevant.

The post holder will be responsible for delivering a professional, customer- and partnership-focused Campus Security Team that is valued, well-consulted, and effectively communicated. They will ensure the team operates in a coordinated manner for the benefit of the wider University community and will report on its effectiveness against agreed KPIs, SLAs, and dashboards.

Key Tasks

1. To promote and ensure adherence to the University's Equality, Diversity, and Inclusion [framework and Principles](#) in all departmental activities, and to actively promote inclusive practice and equality of opportunity wherever possible.

2. To develop and continually improve the approach of the team in providing effective services that keep our students, staff, visitors, and property safe through building strong partnership working and fostering community development. This should be aligned to our institutional values and our strategic priorities.

3. Working in partnership with stakeholders, to develop and maintain effective risk-based operational policies, procedures and team ethos that meet current and likely future legislation whilst enabling a welcoming and inclusive environment.

4. To lead in the development and implementation of relevant risk based contingency planning and incident / emergency response management procedures in collaboration with key stakeholders and ensure their team is trained and developed to meet the needs of the University's emergency plans. This includes ensuring effective first responder out-of-hours response mechanisms and initial emergency responses in support of student or staff wellbeing.

5. To manage and oversee the service budget, with delegated authority, while identifying opportunities for efficiencies, savings, and strategic investments. This includes validating proposals through committee reporting and student engagement, particularly leveraging technology to break down silos, enhance customer service, and improve the service's adaptability and capability

6. To lead on the delivery of crime prevention advice and guidance, and its application across the. open campus with a varied audience. This includes acting as the champion for safety, wellbeing, and diversity as it relates to a 24/7 365, HE Environment.

7. To work collaboratively with other Heads of Service (Professional Services and Academic) on the development of clear web-based user-owned shared service standards, focusing on the development of a culture of belonging and wellbeing on the RHUL campus (Egham and London).

8. To be responsibility for the provision of data driven annual campus support services, and review dashboards and reports including engagement with all appropriate stakeholder groups and committees, ensuring the use of appropriate data.

9. Conduct investigations into incidents as needed, including agreeing remedial actions with others as required.

10. Oversee the continuous professional development and training of the Campus Security Team to create and support an engaged high-performance team.

11. In conjunction with the service management team to develop a training matrix for all team members consisting of both mandatory and non-mandatory training and ensure 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 Safety and Security Group and feedback on the actions of the Campus Security Team. This includes ensuring the visibility of the Team 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 campus support service-related maintenance contracts such as CCTV, intruder alarms, 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, and 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 governance and management committees, Academic Schools/Departments the University Executive, relating to Campus Support Service and Safety issues.
18.	Collaborate with Executive Deans and Directors of Professional Services to ensure that potential risks related to their area are reflected in the appropriate departmental and institutional risk registers 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, specifically coordinating with the Student Life Team and 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 (such as Prevent Action) that impact the safety and wellbeing of students, staff, visitors, and members of the public, as well as best practice within the sector and wider UK, and feedback into reporting through the appropriate committees.
21.	To act as a Bronze responder during a major incident including liaison with statutory services as required.
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.
1.	Active management of the University's Security team and infra-structure procurement processes and procedures, in conjunction with the University's Finance Department, Legal Support and Procurement Team to maximize effectiveness and value for money through procurement frameworks etc.

Other Duties
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.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted. |
| **Condition of appointment** |
| 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.
Appointment of the successful candidate will be conditional on an appropriate Disclosure and Barring Service check. |
| **Internal and external relationships** |

The following list is not exhaustive, but the post holder will be required to liaise with:

Internal (University via line management)
- University Council (including Exec Board and SLT).

Internal (University stakeholders)
- Commercial services (catering, Conferencing and Residential)
- Library
- Wellbeing & student journey
- IT
- SU (President, CEO and officers)
- Academic schools
- Marcoms
- Health & Safety
- Equality, Diversity and Inclusion

External
- Surrey Police
- Surry 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 with empathy and respect.	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 or 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 Trained		X	Application Form

First Aid certificate		X	Application Form