

JOB DESCRIPTION

Job Title:	Campus Watch Safety Officer
Department / Unit:	Estates (Security)
Job type	Professional Services
Grade:	5
Accountable to:	Security Shift Manager
Accountable for:	Nil
Purpose of the Post	
The post holder will be responsible for helping the Estates Department and the University in our active aim to provide a safe and peaceful learning environment. Where all members of our community can learn in an atmosphere of safety and equality, with a focus on developing and delivering an atmosphere which fosters belonging. To contribute to the work of the Campus Security team, Residential Premises, Support & Advisory Services and the Student Life Team by providing a dedicated safety and welfare service, identifying and addressing issues within Royal Holloway campus. The post-holder will be expected to be an ambassador for the aims and expectations of the University to all our students, staff and external contacts. You will be expected to familiarise yourself with the University's policies on equality and diversity and to ensure that these are upheld by the campus community.	
Key Tasks	
Providing excellent customer service to staff, students and visitors face to face, electronically and over the phone. Dealing with face-to-face enquiries at the Security Control Office, receptions and on / around campus	
Responding in a timely manner to any security incident across campus in line with set protocols. Dealing with any follow-up enquiries as part of a secondary investigation.	
Liaising with the Police and other emergency services, as required. Facilitating approved access for out of hours working, including emergency callouts as necessary.	

• Dealing with student lock outs, health and mental health issues and wellbeing. Being part of an interactive team which is delivering student focused services, understanding their requirements and issues.
• Ensuring an accurate report and statements of any incident are recorded and saved in the appropriate place and distributed to only those people who require access.
• Effectively operate all 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.
• To work to approved SOP's and to maintain the relevant SLA's and KPI's of the department.
Our Values
Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.
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.

PERSON SPECIFICATION

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	Essential	Desirable
Knowledge, Education, Qualifications and Training		
• GCSE's or equivalent including Maths & English	X	
• Security related qualification		X
• Have or be willing to get DBS clearance		X
• Full UK Driving licence	X	
Skills and Abilities		
• Able to work under pressure or in unexpected situations.	X	
• Strong verbal and written communication skills	X	
• Competent IT skills inc. Word & Excel		X
• Able to handle emotional and sensitive situations.	X	
• Able to make operational decisions quickly and accurately.	X	
• Ability to identify and assist in dealing with critical situations.	X	
• Understanding and appreciation of student issues and wellbeing.	X	
Experience		
• Experience of writing concise reports to an excellent standard.	X	
• Experience of working with multi-disciplinary departments	X	
• Experience in working in a security environment (preferably University based)		X
• Experience of working in a culturally diverse environment.	X	
• Experience of working with students / young people or similar.	X	
• Experience of working in a customer facing role	X	
Other requirements		
• A commitment to continuous personal development.	X	