

JOB DESCRIPTION
Day Supervisor, Security and Portering
Vacancy Ref: N516

Job Title:	Day Supervisor	Present Grade: 5S
Department/College:	Security and Portering, Facilities	
Directly responsible to:	Security Operations Manager	
<u>Context</u>		
<p>The Facilities Division is responsible for all property and facilities services on behalf of the University including delivery of the Facilities Strategy.</p>		
<u>Purpose of job</u>		
<p>The purpose of this role is to provide supervision of the Facilities Porters (Buildings) team of approximately 9 staff, ensuring optimum performance in accordance with service level agreements and key performance indicators including continuing service improvements and customer focussed initiatives.</p> <p>You will report directly to the Security Operations Manager and in his absence you will report to the Deputy Director of Facilities.</p> <p>The post holder provides line management for a team of support services personnel and will play a leading role in:</p> <ul style="list-style-type: none"> • Being responsible for the supervision of a flexible workforce, directing resources to where they are needed. • Maintaining public order on the campus and ensuring that student and any other organised protests or gatherings are managed effectively but sensitively • Liaising with the Police, Fire Service and other agencies in an emergency and on all issues affecting security, including high profile visits and events of all types which have a potential to create security concerns • Being a member of the University's Emergency Management Team at Bronze or Silver level taking an operational role on security arrangements associated with the University's incident handling plans and emergency planning procedures • Providing routine investigations and reports which are compiled in a timely manner and to a consistent standard • Supporting the Security Operations Manager with investigations as may be required from time to time where the process or outcome may be particularly sensitive or have serious implications for the security of the University and its staff and students 		
<u>Main duties and responsibilities:</u>		
<p>The Day Supervisor will carry out the following:</p> <ul style="list-style-type: none"> • Ensure all necessary property inspections have been carried out. • In conjunction with Duty Supervisors and Security Operations Manager ensure that sufficient staffs are on duty at all times and for ensuring cover and overtime payments for your shift team. Check details of staffing levels, advise of any rota cover shortfalls, plan annual leave for his or her team and ensure continuing cover of departmental tasks across the University by maximising use of resources. Call in additional resources as 		

appropriate

- Support the Security Operations Manager to ensure smooth running of the Portering and Security operation on a day to day basis
- Support the Security Operations Manager in carrying out annual team appraisals
- Draw to the attention of the Security Operations Manager or in his absence the Deputy Director of Facilities security issues, incidents and exceptional matters as appropriate
- Ensure wage sheets are submitted timely on a monthly basis from the detail provided on the daily duty sheets. Ensure that all records relating to leave, sickness and pay are correctly managed and preserved for audit purposes for the appropriate length of time. Ensure that where costs can be charged around the University, these are drawn to the attention of the Security Operations Manager
- In the absence of the Security Operations Manager supervise the Chauffeur's duties and arrange cover during his absences
- Co-ordinate daily routine tasks ensuring that the Department meets its Service Level Agreement obligations
- Supervise operations across the University which fall to the Security Department and which cross the College or building boundaries
- Act as the investigating officer on disciplinary matters for staff you are responsible for
- Responsible for ensuring procedures are in place for the secure control of all Master keys
- Assist the Security Operations Manager to ensure the security FM service specification is adhered to by all security and support officers
- Ensure the co-ordination and deployment of staff within available resources to ensure the effective provision of a service
- Ensure annual leave is co-ordinated to ensure supervisory cover is available
- Responsible for ensuring Health and Safety is adhered to at all times, ensuring a safe working environment for all employees. Complete and monitor risk assessments to meet the needs of the department
- Monitor lost property register and ensure that the procedure is adhered to at all times
- Liaise on a regular basis with the Security Operations Manager in order to brief on all aspects appertaining to the provision of the Portering and Security Service
- Ensure regular patrols of the University site are carried out as a deterrent against theft or vandalism; this will involve driving around the perimeter of the campus and Hazelrigg
- So far as reasonably practicable ensure SLAs are met and any failures are reported in full to the Security Operations Manager
- Ensure all staff are aware of and adhere to the Local Operating Procedures at all times
- Responsible for ensuring procedures are in place such that all buildings are checked out of hours to ensure they are fully secured
- Provide or ensure approved security student/staff and visitor escorts are provided on request
- Provide an adequate response to any requests for assistance with violent and aggressive situations
- Provide assistance in emergency situations by meeting ambulances at the roundabout and directing them to where they are needed
- Provide an adequate response to any intruder alarm activation on the University site
- Instigate police response and alarm engineer to off-site intruder alarms
- Ensure all fire alarm activations are responded to appropriately
- Respond to major incident instigation, including placing of signage, access control, the setting up of the Major Incident Control Centre and the opening of departments
- Ensure safe release of passengers stuck in a lift due to break down, through call out to the Lift Engineer or

Lancashire Fire and Rescue Service

- Check Iris daily when on shift, before submission to management
- Attendance at Monthly Team Meetings with Deputy Director of Facilities, Security Operations Manager and all 4 Duty Supervisors
- Act in the role of First Aider and Fire Warden

The Day Supervisor will be responsible for administering the Duty Roster System which incorporates the following areas of responsibility:

- Annual Leave records
- Overtime payment records
- Training records
- Sickness records
- Daily duty state

The role provides administrative support for the Security Department and will play a leading role in:

- Processing applications for registration and issue of University Car Parking Permits.
- Maintain and update accurate records on computer database of vehicles and drivers registered with the University
- Accept record and bank any monies received in respect of car parking and all other matters relating to the Security Department
- In accordance with procurement guidelines responsible for purchasing items of equipment and clothing on behalf of the Department
- Ensuring that where costs can be charged around the University, these are drawn to the attention of the Security Operations Manager
- Responsible for tasking staff with job request sheets via Planon system and for upkeep and distribution of the Energy Savings Log

The job description will be subject to periodic review and amendment in accordance with the needs of the division.

Hours of Work

The Day Supervisor will be required to work flexibly and as required to meet the demands of the University. The normal working pattern is days Monday to Friday. There can be a requirement in certain instances to attend work outside normal working hours to resolve and manage issues; therefore, you must live within reasonable travelling distance of the University. There is also a requirement to attend monthly team meetings with all 4 Duty Supervisors one evening. You will be located in the Security Building.

Disclosure Check

This post is subject to a Disclosure check by Disclosure Scotland. Only relevant convictions and other information will be taken into account so Disclosure need not be a bar to employment at Lancaster University.