

**JOB DESCRIPTION**  
**Security Supervisor**  
**Vacancy Ref: N757**

<b>Job Title:</b>	Security Supervisor	<b>Present Grade:</b> 5
<b>Department/College:</b>	Security and Portering	
<b>Directly responsible to:</b>	Operations Manager: Security and Portering	
<b><u>Context</u></b>		
The Facilities Division is responsible for the management of all property and services on behalf of the University including supporting the aims and objectives of the University strategy.		
<b>Major Duties:</b>		
The purpose of this role is to provide line management duties of the security and portering support services team of approximately 12 staff, ensuring optimum performance in accordance with Service Level Agreements and Key Performance Indicators including continuing service improvements and customer focussed initiatives.		
You will report directly to the Operations Manager: Security and Portering and in his absence you will report to the Deputy Director of Facilities.		
<b><u>Main duties and responsibilities:</u></b>		
The post holder provides line management for a team of Security and Portering personnel which operate a 365 day, 24/7 service. Duties include:		
<ul style="list-style-type: none"><li>• Being responsible for the line management of a flexible workforce, directing resources to where they are needed</li><li>• Maintaining public order on campus and ensuring that any organised protests or gatherings are managed effectively but sensitively</li><li>• 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</li><li>• 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</li><li>• Providing routine investigations and reports which are compiled in a timely manner and to a consistent standard</li><li>• Supporting the Operations Manager: Security and Portering 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</li><li>• Ensure all necessary property inspections have been carried out and security equipment is in serviceable condition.</li><li>• In conjunction with the Day Supervisor and 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</li><li>• Support the Operations Manager in carrying out annual team appraisals</li><li>• Draw to the attention of the Operations Manager or in his absence the Deputy Director of Facilities security issues, incidents and exceptional matters as appropriate</li></ul>		

- Ensure that all records relating to leave, sickness and pay are correctly managed and preserved for audit purposes for the appropriate length of time
- In the absence of the Operations Manager supervise the Chauffeur's duties and arrange cover during his absences
- 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 Operations Manager to ensure the Local Operating Procedures are adhered to by all security and portering staff
- Ensure all Duty Supervisors annual leave is co-ordinated to ensure supervisory cover is available such that no more than 1 duty supervisor is on annual leave in any one period
- Responsible for ensuring Health and Safety is adhered to so far as is reasonably practicable, ensuring a safe working environment for all employees. Complete and monitor risk assessments to meet the needs of the department
- Instigate police response and alarm engineer to intruder alarms / activities
- Ensure all fire alarm activations are responded to appropriately in accordance with 'Call Challenge' and University procedures
- Provide weekly Team brief to members of shift team
- Act as Customer Services champion for shift team
- Ensure safe release of passengers stuck in a lift due to break down, through call out of the Lift Engineer
- Attendance at Monthly Team Meetings (out of hours) with Deputy Director of Facilities, Security Operations Manager and all 4 Duty Supervisors;
- Act in the role of First Aider and Fire Warden.

#### Control Room

- Ensure surveillance and monitoring of Closed Circuit Television (CCTV) system
- Ensure procedures are in place for the control and issue of keys
- Ensure reporting of site faults to the University maintenance team
- Instigate call-out procedure in the event of a Major Incident
- Ensure all incidents are accurately logged onto a database
- Input and report all reported crimes and deal with appropriately
- Liaise with police investigations into any criminal offence committed within the University grounds and off site premises
- Ensure all tasks and duties are reported onto the daily report log sheet
- Issue of identification badges in accordance with University policy
- Provide a daily log of fire alarm activations to the Safety Office, Electrical Engineer and Fire Safety Advisor

#### Car Parking

- Management and operation of the car park enforcement procedures. Liaise with students, staff, or the public,

providing advice on the management and operation of car parking arrangements

- Report any identified defects in the operation of the Car Park equipment and ensure timely repairs
- Management of car parking arrangements associated with large events

#### Portering

Supervise one of 4 shift teams, each team consisting of 9 Facilities Porters (Colleges) who provide concierge services to students and staff.

#### **Hours of Work**

The Duty Supervisor will be required to work flexibly and as required to meet the demands of the University. This will involve working and being on call overnight, weekends, bank holidays, etc. There can be a requirement in certain instances to attend work to resolve and manage issues; therefore, you must live within reasonable travelling distance of the University.

#### **CRB**

This post is subject to a Disclosure check by the Criminal Records Bureau (CRB). The University will endeavor to comply with all aspects of the CRB Code of Practice and will make a copy available on request. Only relevant convictions and other information will be taken into account so Disclosure need not be a bar to employment at Lancaster University.