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| **Job Title** | Security Coordinator |
| **School / Service** | Facilities Services |
| **Grade and Salary Range** | C |
| **Location and Hybrid working status** | Docklands |
| **Reporting to** | Security Supervisor |
| **Liaison with** | Security Supervisors, Security Officers, Receptionists, CCTV Operators, Deans of Schools, Directors of Service, UEL students, residents and staff, Local Authorities, Local Police, Consultants, Visitors and Contractors |
| **Contract type** | Permanent, full-time |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**JOB PURPOSE**

To provide an effective, efficient and professional Security Reception and Front of House service for the University of East London.

To ensure the safety of the University’s premises and assets with a proactive approach to crime and loss prevention and access control.

**KEY DUTIES AND RESPONSIBILITIES**

The following duties and responsibilities are intended to give a broad indication of the variety of tasks that the post-holder may be asked to undertake and are expressed in sufficient detail to distinguish the grade of the post. It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted when this is necessary.

* To provide a professional security service to the University of East London under a 24-hour alternating shift pattern.
* To ensure that the procedures for the University’s access control to the premises are followed and the integrity of the secure system maintained.
* Operate effectively all functions of the Security Control Room, i.e. telephone, Lenel alarm monitoring system, refuge alarm system, emergency call point system, CCTV including ANPR, BWV cameras monitoring and recording, Traka key and locker cabinets, all radio channels and other systems, which form an integral part of operational needs.
* To coordinate day to day security functions and during incidents, events, and drug search by deploying officers, giving them instructions in person and via radio or telephone, check patrols are completed and positions manned as per daily duty roster.
* Assisting Supervisor on training new staff and agency staff to ensure that they are competent in their role.
* Maintain all aspects of security systems including access control, mobile readers, Body Worn Cameras, radios, key management, lost and found property management, first aid kits.
* Managing security outlook inbox email account, corresponding with staff on schools and services promptly and reporting maintenance issues.
* Managing the issue of keys and room access and carrying out regular key audits.
* To receive any found property handed in and ensure all details are recorded on found property book, take details of lost property items, and contact the owner of the property when items being found.
* To report malfunctions of services and systems to appropriate authority as defined in the call out list.
* Facilitate approved access for out of hours working ensuring that weekend staff are aware of who will be working out of normal office hours.
* To ensure that Visitor Management procedures are adhered to.
* To provide regular security patrols of the premises to ensure that a safe working environment is maintained at all times as directed by the Security Site Supervisor.
* To ensure that professional standards at the Reception and Front of House areas are maintained at all times.
* To monitor alarm systems within the premises as required and to respond to activations in liaison with other security personnel and in adherence to University policy.
* To assist Security Officers as required and act in accordance with Security Operational Procedures and Site Assignment Instructions.
* To ensure that professional standards at the Reception and Front of House areas are maintained at all times.
* To provide a customer focused approach to dealing with security and other enquiries on a face-to-face basis, by telephone or by e-mail.
* To maintain professional links with the Police, emergency services, local authorities and security related contractors.
* To maintain a professional working relationship with other departments and colleagues within the University of East London.
* To pro-actively monitor Health & Safety within the premises to ensure compliance with University policy and procedures.
* To promote the University Security Service and to do everything possible to enhance the University’s image through appearance and behaviour, ensuring that duties are carried out in smart uniform and in a timely fashion.
* To undertake any other duties commensurate with the level of the post, as required by the Head of Security, Security Operations Managers or Supervisor.
* To work within the University’s Equal Opportunities Policy.

Leadership Duties

* To liaise with other team leaders to ensure a smooth and secure shift handover and exchange of information.
* To assist the supervisor in appraisal, training and mentoring of staff as required.
* To be responsible for leading and monitoring the basic operation of a team of officers, receptionists, and controllers during shift in accordance with standard operating procedures or as directed by the Security Supervisor/Security Manager.
* To manage the security function in response to any incidents and emergencies in the absence of a more senior member of security staff.
* To deputise for the Security Supervisor when required.
* To liaise with other team leaders and supervisors and amend shift pattern where necessary to ensure that full team leader coverage is maintained on all campuses.
* To undertake security related administrative duties as required including both manual and electronic systems.
* To ensure that any reports and records made by duty team are of required standard and that the correct procedures are adhered to in respect of reporting and recording.
* To implement the appropriate escalation procedure in the event of an incident.
* To undertake the issue and maintenance of staff and visitor cards using the access control software.

**KNOWLEDGE, SKILLS, AND EXPERIENCE**

**Essential**

* Experience in a Security Receptionist capacity within the Security industry or related sector
* Excellent verbal and written communication skills including report writing
* Excellent interpersonal skills
* Ability to use own initiative
* Good organisational skills
* Ability to work within a team
* Good knowledge of IT (Information Technology)

**COMPETENCIES REQUIRED**

* Physically fit and able to deal effectively with, on occasion, aggressive intruders
* Ability to work flexibly and deliver a client focused quality service provision
* Ability to remain calm when under pressure
* Ability to work an alternating shift pattern
* Willingness to undertake appropriate training
* Ability to work safely in accordance with UEL Health and Safety policy

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential**

* Good standard basic education e.g., GCSE or equivalent
* SIA Door Supervisor & CCTV License
* First Aid at Work certification

**Desirable**

* Trained to SITO (Basic) Induction Course Standard or equivalent
* NVQ Level 2 in Security or equivalent

**OTHER ESSENTIAL CRITERIA**

* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!