## Job Description

### 1. Job Details

Job title: Night Security/Receptionist  
School/Support Department: Accommodation Services  
Unit (if applicable):  
Line manager: Night Security Supervisor  
When on duty this post reports to the Night Security Supervisor for all matters. For commercial guest issues the Night Security Supervisor will contact the Manager of Kenneth McKenzie Suite. For all other issues the Night Security Porter will contact the Accommodation (on Call) Manager or Security and Portering Manager.  
The Night Security Supervisor is based at Pollock Halls.
2. Job Purpose

As part of a highly visible front-line team, provide a safe secure and supportive environment to any person(s) using or residing in any property belonging to Accommodation Services. Assist in all reception administration duties from check in to check out of commercial guests staying in University accommodation.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>% of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td>20</td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>5</td>
</tr>
</tbody>
</table>

1. Provide both internal and external security patrols (foot and mobile) to all buildings assigned in order that all residents/customers are safe and can observe a physical point of contact.

2. Attend incidents where residents or customers require assistance, apprehend intruders if required and report through the appropriate means eg incident reports to the Security Supervisor and Kenneth Mackenzie Manager.

3. Build a rapport with all residents, customers and staff and be available as a key point for questions, information, room tours of student and commercial facility and any other specific needs as they arise.

4a. Responsible for the use and care of master and sub master keys. The postholder will deal appropriately with student and guests “lock outs” at Richmond Place, Roxburgh Street and Kenneth McKenzie.

4b. Welcome all residents on arrival with pre-allocated rooms and ensure all paperwork is in order, taking payment via credit card imprint or payment in advance on arrival/depature, to enable an efficient and accurate check in for customers. Issue keys to customers and assist with any luggage, and other questions e.g. confirming package booked and times for breakfast etc.

5. Deal will all incoming bookings via the web and e-mail requires strong IT skills coupled with requirements to use an electronic till in dealing which includes cash handling and cash up of tills ensuring all monies are secured.

6. In advance of room cleaners commencing on early shift, ensure all store rooms are stocked with food (in-room beverages), cleaning stock and fresh linen. Remove dirty linen bags ready for morning uplift.

7. Remove all rubbish bags from assigned buildings and move to bin room for collection by council. Replace bin liners where appropriate, and undertake unsocial cleaning duties when the need arises. Salting roads & pathways or clearing snow when required.

8. Perform simple maintenance work e.g. replace light bulbs, or replace/re hang curtain hooks as part of a ensuring that all facilities are available for residents/customers. Provide assistance to tradesmen as required.

9. Competent operation of fire monitoring and radio communication equipment and deal with any other emergency situations e.g. calling ambulances if required.

10. Set up morning breakfast tables and self service areas for customers, and move any other furniture, materials, equipment and unwanted items as required and undertake any additional duties as deemed reasonable by management.

4. Planning and Organising
Must be able to plan time during shift most effectively to cover key duties listed. Whilst there will be times when the Night Receptionist/Security Porter is not physically in the office e.g. on patrols, they can still be contactable on mobile/radio.

All activities involving reception administration require ability to prioritise and in all billing/communication issues and cash handling, there are high levels of organisation required and the need for filing to be accurate.

Since this is a post working alone, a high level of autonomy exists and on occasions not all eventualities can be planned e.g. a room flooding, illness of a residence/customer, suspicious fire evacuation, but in all such instances the ability to follow procedure whilst not impacting the main duties of the shift are critical.

5. Problem Solving

Wherever possible the postholder will be expected to deal with customer requests, problems in the first instance. This will include solving problems and providing information and advice on a wide range of accommodation and any other issues.

6. Decision Making

Must be constantly alert and able to determine if incidents are unusual or suspicious.

Must be able to decide if a situation is likely to place them or their colleagues in any danger and take appropriate action to mitigate the situation.

Must be able to form a balanced judgement on events that unfold and report back to the Shift Supervisor/manager for their consideration for further action.

If required should be able to make on the spot decision if the incident or situation dictates.

Use experience and initiative to solve problems for the benefit of the customer.

Determine the safest way of performing tasks particularly in the movement of heavy objects.

Prioritisation of tasks to be carried out.

Deal with customer queries and take appropriate action as required e.g. decide at what stage a complaints or query should be referred to line manager.

7. Key Contacts/Relationships

Must be able to work harmoniously as part of a team and be helpful and polite when dealing with customers. Key daily contacts are both internal and external to unit and will regularly deal with at least 3 of the following: Immediate Supervisor/Manager, Room attendants/Domestic staff, wardens/Senior Residents, reception staff, catering staff, commercial customers, students, tradesmen, Events management staff and conference organisers.

8. Knowledge, Skills and Experience Needed for the Job

No experience necessary, although previous experience within a security, catering, hotel, environment desirable.

Specifically must be able to deal with customers and students in an efficient and helpful manner, and be able to deal with emergencies in a calm manner.
Experience of computer software packages is desirable but training will be given as is familiarisation with radio and emergency telephone equipment.

Must have strong inter-personal skills to enable effective communication with customers/students.

9. Dimensions

Provide security and point of contact for 280 residents at Richmond Place and Roxburgh Place, and for 38-56 guests at Kenneth McKenzie.

Handle and be responsible for cash between £100 - £1,000.

10. Job Context and any other relevant information

The requirement for night working is specific in that there must be the ability to work largely unsupervised and be able to show initiative and work on that initiative where necessary.

Normal physical effort is required but with periods of more substantial effort e.g. for portering duties e.g. lifting luggage or incidents when dealing with intruders for example.

Normal mental effort is required but general heightened awareness when dealing with incidents.

The majority of work is indoors but duties may be carried out occasionally in a noisy and busy environment requiring mental ability to memorise bookings, checkins and outs and settlement of bills utilising Kintetics system as required.

A high level of flexibility as required to cover changes in services, dependant on business levels and requirements. Due to the nature of Accommodation Service business, it is necessary for the Night Receptionist/Security Porter to be flexible in his role, being able to carry out other duties, as required, to meet the needs of the business and customer.