# THE UNIVERSITY OF EDINBURGH

## Support Services Division

### JOB DESCRIPTION

#### 1. Job Details

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Security Officer C/E&amp;B/083</th>
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<tbody>
<tr>
<td>School/Support Department:</td>
<td>Security Section within Estates and Buildings Department</td>
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<tr>
<td>Line manager:</td>
<td>Team Supervisor</td>
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#### 2. Job Purpose:
To ensure the security of University buildings and contents is maintained and the safety of staff, students and authorised visitors is realised. To protect the fabric of University buildings from damage by fire, flood and theft. To be the first point of contact when a problem or incident occurs, liaising with the emergency services when necessary. To give assistance and advice on all security matters.

#### 3. Main Responsibilities:

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<th>% of time</th>
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<tbody>
<tr>
<td>1. Conduct proactive and reactive patrols by vehicle or on foot to attend scenes of crimes and other security incidents, and take responsibility for liaising with authorities so that a quick and efficient solution can be attained.</td>
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<td>2. Provide a safe and reliable cash uplift and delivery service to all University departments, documenting all aspects for audit purposes.</td>
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<td>3. Attend to all incidents so that early and correct decisions can be taken to ensure the safety and security of all University users.</td>
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<td>4. Discover, resolve and report insecurities so that buildings and or areas within buildings maintain optimum safety and security levels.</td>
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<td>5. Attend and deal with all Fire, Intruder and all other alarm activations on the Estate so that the fastest resolution to the problem is achieved.</td>
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<td>6. Monitor all security and communication systems in the Operations room, allocate resources, initiate reports (IRIS system), provide a client/customer counter service and maintain a variety of records.</td>
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#### 4. Planning and Organising
Efficiently plan the working day in line with routine tasks and duties, allowing for flexibility to attend incidents reported by others. This will result in reorganising and reprioritizing the routine tasks.

#### 5. Decision Making
- Be able to take prompt and well-informed first line decisions in order to maintain the confidence of clients.
- Decide when to involve Supervisors, other managerial staff or agencies for assistance and quick resolutions to problems and return to normal activity.
- Decide on allocation of resources to meet demand to issues reported through the Operations room medium.

#### 6. Problem Solving
- Assess the situation and take effective measures to maintain the security of the building.
- Follow security policies and procedures as far as they apply to a situation and provide a solution if necessary in consultation with Team Leader.
- Be able to identify recurrent issues/problems, with the aim of increasing health &
7. **Key Contacts/Relationships**

Work with all Estates & Buildings staff and with colleagues within all University Departments, Schools and Colleges, in a positive and proactive manner so that problems are resolved satisfactorily.

Externally, required to deal with visitors, members of the general public in order to give a good first impression of the University.

Emergency Services – to include police, fire, ambulance and also all utility companies in order to report incidents, provide accurate and concise statements with the aim to minimize major business disruption to the University.

8. **Knowledge, Skills and Experience Needed for the Job**

Staff should possess common sense, be honest and trustworthy, and be good communicators, both verbally and in writing, ideally with experience of dealing with the general public. As well as being good listeners, they should be able to remain calm under pressure especially when dealing with potentially dangerous situations. Must hold a valid drivers licence. Have basic computer skills.

Staff must be able to work as part of a team but equally well on their own and demonstrate a flexible approach to work.

9. **Dimensions and Context**

Staff are expected to analyse reported incidents and consider events, conferences, royal visits and will be deployed to meet varying demands of service. Staff may be deployed on the street or on building patrol or in the Operations Room, or driving University security vehicles. Incidents are recorded electronically on the computerised incident recording system, of which Security Officers are expected to learn. Provide a uniformed security service on a 24 hour, all year round basis.

Take responsibility for University switchboard from 5pm until 9am weekdays and weekend, providing a point of contact for the veterinary and other emergency services.

10. **Job Context and Any Other Relevant Information**

The Security Officer provides a highly visible presence on the University campus to deter crime and promote a safe environment. A team of dedicated officers who multi-task and work flexibly shift rotas to provide an all-encompassing service 24 hours a day, all year round, are in place to achieve this. Staff maintain, administer and respond to the University’s substantial investment in electronic surveillance, warning and recording systems. Accredited training is provided in anticipation of government regulatory control.