University of Edinburgh

Job Description Template

This template is for use in writing Job Descriptions (J D’s) for any purpose. This template can be expanded as required, but should usually be no more than 2 pages long. Please consult and follow the Guidance on Writing Job Descriptions.

1. Job Details

Job title: Security Officer

School/Support Department: Accommodation Services

Unit (if applicable): Security and Portering Division

Line manager: Security and Portering Manager

2. Job Purpose

The Jobholder will act as part of a highly visible front-line team responsible for providing a safe, secure and supportive environment for any person(s) using or residing in any property belonging to Accommodation Services. To provide essential portering services out of hours to contribute to the smooth operation of the department and its services.

3. Main Responsibilities

1. Site security- provide all residents in AS with a secure environment to live in by monitoring entry to sites, monitoring of CCTV, foot and mobile patrols around properties to check for security breaches and internal building patrols to encourage residents and staff to care for their security.

2. Incidents- Respond to any event on AS property / sites where student residents or commercial guests require assistance. Take appropriate action, record the events and pass on information to appropriate manager. This involves knowledge of how to deal with fire alarm activations, lock outs, noise complaints, emergency repair assessments, drunken and anti-social behaviour.

3. Reception Duties- To provide information and advice to student residents and commercial guests at times when the reception is closed. Respond to and deal with telephone calls at this time.

4. Cash handling- Take payments from and give receipts to students and guests for minor services. Involved in transferring cash floats for 9 catering outlets to and from the bank and Pollock Halls. Responsible for the security of the cash involved.

5. Key Security- Responsible for sets of master keys for all AS properties and using these appropriately when necessary for lock outs or fire alarms, etc

6. Vehicle duties- Responsible for the daily maintenance of AS fleet of vehicles to the required standards for ease of use of the AS team. To issue parking permits to and monitor parking of all vehicles entering the estate and take appropriate action for illegal parking.

7. Portering Duties- To fulfil any duties required out with portering staff hours to ensure customer service standards are maintained, particularly in vacation time. Security staff based at satellite units have specific portering duties.
4. Planning and Organising

Little planning required. Duties are allocated by supervisor on a daily basis. Post holder can prioritise and plan their own daily work load.

5. Problem Solving

- In the first instance the Security Officer will take steps to resolve noise complaints or other incidents
- Will respond and deal with fire alarm activations
- Will assess emergency repairs and decide whether something needs done immediately or work can be postponed.

6. Decision Making

Decisions taken by post holder:-
- 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
- Whether they can resolve incidents by speaking directly to residents
- Who gains access to site
- When and who to contact to request assistance and advice eg police

Decisions referred to line manager/Security Supervisor:-
- Decision to contact warden or duty manager
- Any decision regarding student welfare or discipline
- Decision to evict guests from site
- Any major repair or fire incidents

7. Key Contacts/Relationships

Dealing with a wide range of customers is an essential part of the job. The post holder must possess the necessary interpersonal skills to deal confidently and politely with a wide range of situations including complaints, disputes and requests for assistance and customers who may be students, conference or vacation guests. This requires patience, tact and diplomacy to calm and restore order. The security officer must also work well with the other teams on and off site such as wardens and Residents Assistants to ensure the best standards of service for residents. The Security Officer often has to dealing politely and tactfully with members of the public who phone to complain. He also has to assist the Emergency Services when they are called.

8. Knowledge, Skills and Experience Needed for the Job

- Strong inter-personal skills with a confident but approachable manner
- Basic IT skills and experience with computer software packages
- The ability to work efficiently under pressure and deal calmly with difficult situations
- The ability to be a team player
- The ability to show initiative and to act on that initiative where necessary
- Hold a full driving licence.
9. Dimensions
The security officer is part of a team of 31 security staff who endeavour to respond to the concerns and behaviour of the 5600 residents and their guests across the Accommodation Services estate. Regular patrols of the Estate take place in an effort to provide a safe, secure and supportive environment for all students and customers in AS properties. The AS portfolio consists of 10 Halls and approx 2000 bedrooms on the Pollock site and further 3000 bedrooms in the AS flatted properties throughout Edinburgh city centre.

10. Job Context and any other relevant information
Due to the diverse nature of Accommodation Service business, it is necessary for the Security officer to be flexible in his role. The change from student to commercial guests requires different skills and a high level of customer service to respond to the different requirements. However dealing with drunken and anti-social behaviour requires the same skills in both periods.

Responsibilities will vary depending upon when the postholder is working. For example reception duties are mainly carried out on evening and night shift shifts and cash handling and vehicle duties are predominantly day shift duties.