

# Job Profile

## Person Specification

Job Details			
<b>Job Title:</b>	Patrol Officer (shift based)		
<b>Department:</b>	Estates & Facilities Directorate		
<b>Reports to:</b>	Shift Manager		
<b>Grade:</b>	1 Plus, Shift Allowance	<b>Working hours per week:</b>	Averaging 42 hours per week – working a 4 on 4 off 12 hour rotating shift pattern consisting of days and nights. Pattern of work includes working weekends, public holidays & closure days
<b>Appointment period:</b>	Indefinite		
<b>Current Location:</b>	All Sites		

Job Context
Security Services promotes a safe and secure environment across all Queen Mary properties by providing a professional, visible and available resource for all students, staff, visitors and contractors. The Service is committed to delivering a first class, in house security function.

Job Purpose
To enhance the existing Security Services team to achieve a safe and secure working environment for all students, staff, contractors and visitors, providing excellent customer service.

Main Duties & Responsibilities
<p>To undertake normal shift duties of a Patrol Officer which duties shall include but not limited to:</p> <ol style="list-style-type: none"> <li>1. To carry out security and crime prevention patrols of buildings and grounds as tasked, being diligent, alert and checking for security and health &amp; safety problems</li> <li>2. To monitor, and where relevant challenge, persons on campus carrying out ID checks as may be necessary of staff, students and visitors on Queen Mary property and at events</li> <li>3. To carry out access control duties at entrances and gates ensuring the safe and proper control of people and/or vehicles and carry out such enforcement activity as may be required on Queen Mary car parks and vehicle access gates</li> <li>4. To attend and contribute to monthly team meetings and regular one-to-one meetings with line manager</li> <li>5. To lock and unlock buildings and premises as required in line with procedures or as instructed</li> <li>6. To act with appropriate urgency as a first responder in the event of a fire alarm activation or intruder alarm being activated. With the ability to take control and lead in the situation. These duties may vary from site to site but the post holder will be expected to follow the Standard Operating Procedures for the site which their duties are being carried out</li> <li>7. To be trained as an Appointed Person first aid provider and respond as may be required to incidents on Queen Mary property</li> <li>8. To respond and take ownership in a customer focussed manner to requests for information and assistance from staff, students and visitors on all Queen Mary properties</li> <li>9. To operate a two way radio to maintain personal safety and contact with the control room whilst on duty and also the ability to complete written reports as may be required as soon as practicably possible for approval by the management</li> <li>10. To react and respond to anti-social or other poor behaviour by students, staff or visitors utilising Body Worn cameras where appropriate with a view to minimising the negative impact of such actions and maintaining good order and discipline on Queen Mary property</li> </ol>

### Main Duties & Responsibilities

11. To ensure that all duties are carried out in accordance with Queen Mary Policies, Strategy, Service Level Agreements and Security Operating Procedures, in tandem with all relevant stakeholders in delivering a customer focused service
12. To use initiative, discretion and display flexibility and adaptability as well as respecting confidentiality whilst undertaking duties
13. To ensure the safe transportation of cash across all sites to designated areas as required
14. To act at all times with honesty and integrity accepting no favour or reward other than that officially received as part of a remuneration package. Any offers of favour or reward are to be reported to line management in a timely manner
15. To be aware of the duties and responsibilities under the Health & Safety at Work Act 1974, and the obligations under the Queen Mary Health & Safety Policy which includes compliance of Health & Safety legislation ensuring compliance of all procedures and minimising potential risk to themselves and all campus users.
16. To undertake duties on all Queen Mary sites as directed by management which may be required to meet the operational needs of the service

The post holder will work a rotating shift pattern, consisting of 12 hour shifts, nights, days, weekends, public holidays and University closure days.

The post holder will be issued a full Security Uniform and be expected to comply with relevant standards of dress and conduct whilst engaged in security functions across Queen Mary campuses.

The post holder should in all actions promote a positive image of Queen Mary, be of smart appearance and maintain appropriate confidentiality at all times.

The post holder will work across all Queen Mary sites, dictated by the needs of the business.

The post holder will undertake an annual Occupational Health Night Work Assessment as well as essential health checks to enter laboratories and work with display screen equipment.

The post holder must maintain and/or attain an SIA Licence within their probationary period and maintain a valid SIA Licence throughout the course of their employment within the Security Service.

The post holder will be subject to enhanced DBS clearance at regular intervals throughout the course of their employment within the Security Service.

**The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonable requested by their line manager.**

**This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility this table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.**

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Requirements		Essential Desirable	How Assessed
<b>Qualifications</b>	Enhanced DBS Clearance on appointment and for the duration of your employment within the Security Service.	E	A
	Hold ( <i>or achieve on appointment</i> ) and maintain a valid SIA Licence	E	A & I
	Hold ( <i>or achieve on appointment</i> ) and maintain an Appointed Person First Aid qualification ( <i>1 day course</i> )	E	A & I
<b>Knowledge,</b>	Good level of physical fitness required due to the remit of the job i.e. running, climbing stairs, cycling, etc.	E	I
<b>Skills and</b>	Experience in the security industry or a similar role dealing with conflict situations	D	A & I
<b>Experience</b>	Experience of security administrative systems (e.g. Keys, ID cards)	D	A & I
	Experienced in Fire Safety and Evacuation	D	A & I
	Good command of the English language with the ability to write clear and understandable reports	E	I
	Computer literate with knowledge of Microsoft Word, email and internet	E	A & OM (Test)
	Basic knowledge of Access Control and CCTV systems	D	A & I
	Confident, remaining calm and controlled in responding to difficult or emergency situations	E	A & I
	Ability to ride a bicycle in order to carry out cycle patrols	D	I
	Ability to work under pressure in a busy and demanding environment	E	A & I
	Willing to learn and develop individually and as part of a team	E	A & I
	Flexible regarding hours worked, which may include providing shift cover at short notice in the event of operational need	E	I
	Able to use initiative to deal with enquiries and problems	E	A & I
	Professional, positive disposition	E	I
	Able to work as a positive member of a team	E	A & I
	Flexible, co-operative and customer oriented	E	A & I

**E – Essential: Requirements without which the job could not be done.**

**D – Desirable: Requirements that would enable the candidate to perform the job well.**

**How Assessed:**

A = Application

I = Interview

OM = Other Means (e.g. presentation, test, etc.)