

Cardiff Union Services Ltd

Gwasanaethau Undeb Caerdydd Cyf

JOB DESCRIPTION

Security Supervisor

Job Purpose

1. Under the direction of the Assistant Facilities Manager (soft services) to maintain efficient running of the security desk and associated services. To review operational procedures for the security desk, supervise contract security, whilst monitoring the CCTV and alarm systems and acting as a secondary point of information for visitors and students.

Principal Accountabilities

2. Main Security Desk

- i) Reviewing operating procedures for the security booth, consulting with affected stakeholders and updating procedures accordingly.
- ii) Auditing of contract security staff operating outside of working hours to make sure they understand their roles and responsibilities and are carrying out their duties correctly,
- iii) Operating the fire alarm system as required, summoning the duty manager upon activation and performing detector isolations for routine maintenance work.
- iv) Monitoring the arrival and departure of contractors and making sure that they have the correct permissions to work on site.
- v) Monitoring and setting/un-setting the intruder alarm, including the investigation of alarm activations.
- vi) Monitoring of the CCTV system and burning of footage to disk as and when required.
- vii) Controlling access and parking within the service road tunnel.
- viii) Operation of the facsimile and franking machines, and sorting of the post in the absence of the receptionist.
- ix) Answering of telephone calls to the security desk in a polite and helpful manner, including calls to the main switchboard in the absence of the receptionist.
- x) Logging and management of all lost property handed in and undertaking to return it to its rightful owner whenever possible.
- xi) Issuing keys to staff and students and ensuring they are returned.
- xii) Acting as a first aider at work and administering first aid for people who have come to the security desk as well as ensuring that the accident book is filled out correctly for every reported incident.
- xiii) Directing and giving information directly to the general public and students regarding the location of activities within the Building.
- xiv) Ensuring that the reception area is kept clear, tidy and presentable at all times and monitoring of public areas of the building to ensure all areas are kept tidy and problems are reported to the relevant people.



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3. The Environment

- i) The Students' Union is committed to minimising any direct or indirect negative effects its business operations may have on the environment. As a member of staff within the organisation, the post holder will support the activity of management to help ensure that arrangements are in place to measure impact on the environment and help achieve targets for on-going improvement.

4. Customer care

- i) To ensure that customers' expectations are exceeded whenever possible.
- ii) To ensure that all systems are followed and to treat customers in a friendly and polite manner and do everything in their power to exceed customers' expectations.
- iii) To deal with customer feedback, whether positive or negative, in a courteous, efficient and timely manner.

5. Health and safety

- i) To ensure that the risk assessments for Facilities systems/work are followed at all times by the post holder and any staff under supervision.
- ii) To ensure that the Union's Health and Safety Policy is adhered to at all times.
- iii) To ensure that Health and Safety legislation is adhered to at all times.
- iv) To develop a training plan for direct reports regarding health and safety risks and to ensure training is provided to staff in healthy and safe working practices.
- v) To assist in ensuring the health and safety of students, suppliers and visitors to all department sites/work areas.
- vi) To act as a first-aider, once qualified.
- vii) To act as a fire warden in line with the Union's Health and Safety Policy.



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6. Other duties

- i) To attend appropriate meetings as and when required by the Union.
- ii) To abide by the Union's Memorandum and articles of Association, policies and procedures at all times.
- iii) To contribute to the positive image of the Union with students, the University and the local community.
- iv) To promote equal opportunities.
- v) To uphold and promote the values of the Students' Union, working towards its strategic vision.
- vi) To undertake other tasks and responsibilities compatible with the level and nature of the post as required by the Assistant Facilities Manager (soft services), from time to time.

Scope

7. This job description contains the principal accountabilities relating to this post and does not describe in detail all the tasks required to carry them out. There will be an expectation that the post holder will carry out other duties and responsibilities that fall within the general nature and level of responsibility of the position.

Training and professional development

8. The Union considers regular and ongoing training as essential to job satisfaction and career development. It is expected that the post-holder will be offered the opportunity to participate in training that is relevant to his/her duties and the post-holder will be expected to undertake such training as may be reasonably practicable.

Supervision

9. Authority and direction is delegated from the Union's Trustees, via the Chief Executive, Operations Director, Facilities Manager and Assistant Facilities Manager to the post.



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Special Notes or Conditions

10. This job description has been prepared to meet the particular circumstances which currently apply. Whilst the job purpose will remain constant the accountabilities may vary. In this respect the job description will normally be reviewed where possible every 12 months against the needs of the Union, by the Assistant Facilities Manager (soft services)
11. It is a requirement of this post that the post holder maintains a politically neutral and impartial approach in carrying out the functions of the role.
12. The post holder must demonstrate a willingness and flexibility to vary and change his/her work routine and work outside normal working hours where necessary.
13. The post holder's place of work will be the Students' Union building at Park Place, Cardiff, but he/she may be required to travel to and work from other locations in undertaking the duties of the post.
14. The nature of the post will, at times, require additional commitment over and above normal office hours. Payment for these hours is incorporated in the salary offered.
15. This job description does not form part of your contract of employment.

Produced by Paul Edwards (Facilities Manager)
17th March 2015

