

Head of Security Services

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| Department | Commercial & Support Services (www.strath.ac.uk/estates/) | | |
| Directorate | Estates Services Directorate (www.strath.ac.uk/estates/) | | |
| Staff Category | Administrative and Professional | Reference No | 35485 |
| Reports To | Assistant Director, Estates Services | Grade: | 9 |
| Salary Range: | £49,230 - £55,389 | Contract Type: | Open Contract |
| FTE: | 1 (35 hours/week) | Closing Date | Monday, 28 March 2016 |

Job Advert

The University of Strathclyde is seeking a new Head of Security Services to lead the Security Services team in alignment with the University's Strategy and values. As a member of the Senior Management team within the Commercial & Support Services Section within Estates Services, you will play a key role in leading and developing security services across the University.

Security Services currently operate across two campuses: Jordanhill and the John Anderson Campus within the City Centre. Security Services operate with 78 staff (including the Head of Security Services) comprised as follows: 6 x Supervisors, 5 x Senior Wardens, 45 x 24/7 Shift Wardens, 10 x Watchpersons, 7 x mail room staff, 4 x other staff (covering Senate, Chauffeuse, car parking and access control duties). Security Services cover five main areas of activity across the university namely, Security (internal and external), First Aid (application and training), Access Control, Car Parking, and Mail Delivery Services.

Key to Security Services is the delivery of a customer-centric service and approach. It is expected that the development of this philosophy, through new initiatives, will continue to support an outstanding, safe and secure experience for all staff and students at the University of Strathclyde contributing to the University's ambitions as a Leading, International, Technological University.

As such, the Head of Security Services will have a principal role in leading and implementing service strategy and reform to ensure service delivery meets the needs of a dynamic and modern university, in addition to having full operational and financial management responsibility for Security Services.

Job Description

Brief Outline of Job:

This post will be based in Estates Services and will be part of the Senior Management team within the Commercial & Support Services section. Responsibility for the strategic and operational management of efficient, effective and customer focused Security, Car Parking, Mail Service, Access Control services and staff operating within these areas through the University, ensuring continuous service improvement which supports the student and staff experience and positively impacts on the University's reputation.

Main Activities/Responsibilities:

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| 1. | To provide leadership, management and direction to security services supervisors and staff enabling the Security Services team to fulfil their potential by effective communication, decision-making and by ensuring regular briefings, one-to-one meetings take place. |
| 2. | Plan for the continual development of Security Services and implement ensuring that appropriate arrangements are in place for recruiting, directing, supervising, appraising, and training staff which supports their development and wellbeing, fosters teamwork and generates high performance and loyalty. |

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| 3. | To undertake security risk assessments of any buildings, events and activities in respect of crime, terrorism, civil disorder etc. and advise on appropriate action to mitigate risk and make recommendations to senior management, assessing risk levels in terms of wider issues such as international/national terrorism. |
| 4 | To develop and maintain working relationships with the police, the Students Association, student services, community groups and other multi-agency partner in addition to other Higher Education Institutions with a view to pre-empt and manage any potential issues addressing security risk. |
| 5. | To develop and implement standard operating procedures and suitable security, incident management and reporting systems for all security related matters at designated University sites. |
| 6. | To review annually the University CCTV Code of Practice and undertake periodic surveys, reviews of Security Services, Intruder and Fire Alarms, Access control equipment and systems, CCTV and security procedures throughout the University. |
| 7. | To lead on the development and review of the security strategy and policy in relation to any legislative change, developments in standards or good practice within higher education or in the security industry. |
| 8. | To maintain an up-to-date knowledge and understanding of appropriate legislation requirements and guidelines in relation to all security issues, such as anti-terrorism Act and CCTV code of practice and to ensure that the service conforms to all such legislation and regulations. Ensure that any Security Services Control room facilities, systems and procedures comply with legislation including Data Protection, Human Rights, Freedom of Information, and Disability Discrimination. |
| 9. | To have lead responsibility on behalf of the university, for coordinating the initial response to security related emergencies including taking the role as University Incident Officer and lead liaison with the Emergency Services and other related external partners. Develop strategy and operational plans to analyse, co-ordinate and lead recovery/mitigating activities in response to security-related emergency situations. |
| 10. | To proactively monitor and investigate as necessary all reports of crime on campus of affecting university assets and ensure all crime reports are recorded using appropriate reporting systems. Develop and implement plans to improve the overall safety of the university campus and provide monthly and periodic management and operational information and reports as required by the Assistant Director (Commercial & Support Services). |
| 11. | Actively participate in the development and implementation of University Emergency strategy and Business Continuity Plans. Lead the Security Services activity associated with these including development of Security Services response and management protocols and liaison with Safety Services and other university departments as necessary. |
| 12. | To proactively work closely with colleagues in Estates Services to provide expert security advice as required in respect to capital projects and refurbishment work on campus, and to ensure that buildings have appropriate security measures in place to mitigate risk based on the profile and location of each building. |
| 13. | To lead on the development and implementation of security related initiatives for example, intruder and fire alarms, access control and CCTV systems, and support for examinations, congregations, graduations and other events on behalf of the University. |
| 14. | Management responsibility for the security services budget and the efficient and effective provision of operational security services throughout the university. |
| 15. | Advise and provide recommendations to Senior Management on confidential or sensitive security matters |
| 16. | To deliver security related training and information sessions to university staff. |
| 17. | Represent Security Services and the University on relevant matters and forums pertaining to security, ensuring and enhancing their standing and reputation. |
| 18. | To undertake any other reasonable duties as directed by the Assistant Director (Commercial & Support Services) as required. |

Person Specification

Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

- E.1 Degree Qualified in a relevant subject plus significant related work experience within a Public sector service environment preferably within the Higher or Further Education sector
- E.2 Membership of a relevant professional body/institution or evidence of appropriate CPD

Experience

- E.3 Significant experience in leadership and management of multi-faceted service operating across shift-patterns
- E.4 Proven experience of developing and implementing operational policies and procedures

- E.5 Evidence of proactively leading and developing strategy and service reform including driving innovation and creativity
- E.6 Significant staff management experience including performance appraisals, training and development and employee relations preferably across a unionised environment
- E.7 Proven experience of managing budgets effectively in line with financial targets
- E.8 An understanding of the issues facing security within the Higher Education Sector
- D.1 Knowledge of health and safety, working time directive and other relevant legislative requirements relevant to the security industry

Job Related Skills and Achievements

- E.9 Demonstrable success in engaging with customers in the delivery of outstanding experience
- E.10 Proven ability to work collaboratively with internal and external stakeholders to develop and promote the service function and organisation
- D.2 Knowledge of Civil Contingency /Emergency Planning
- D.3 Excellent prioritisation and time management skills

Personal Attributes

- E.11 The ability to independently build, develop and engage in relevant professional networks
- E.12 Strong communication and influencing skills, including the ability to influence at senior level within and outside of the organisation
- E.13 An easy ability to energise and encourage others to collaborate effectively while motivating and managing the abilities of the team.
- E.14 Should act with integrity and have excellent Interpersonal and change management skills
- D.4 A highly motivated and customer focussed individual, focused on continuous improvement and acting at pace

Other Relevant Factors

- D.5 Clean Driving Licence
- D.6 Training qualifications or knowledge relevant to the position e.g. First Aid, Safety, Control and Restraint, Fire Prevention, Emergency Planning
- D.7 Ability to represent the University in relation to security initiatives in University-wide, national and international forums

Application Procedure

Applicants are required to complete an application form including the name of three referees who will be contacted before interview without further permission, unless you indicate that you would prefer otherwise. Applicants should also submit a Curriculum Vitae and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job. Applicants should also complete the Equal Opportunities Monitoring Form.

Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Shaun McAllister, Assistant Director, Estates Services (shaun.mcallister@strath.ac.uk, Tel: 0141 548 2232).

Enhanced Disclosure Scotland Check

It is a requirement for this post that an Enhanced Disclosure Scotland Check is made prior to commencement of employment. Please note that any offer of employment is subject to the outcome of the disclosure check being satisfactory. Further information available at: <http://www.disclosurescotland.co.uk/>

Pre-employment health screening

An offer of appointment will be subject to a medical assessment by Occupational Health. An individual who accepts an offer of employment must complete a confidential medical questionnaire and forward it to the Occupational Health Nurse within 5 days of receipt. If further information is required the individual may be contacted by the OHN or a Medical Advisor and a

personal appointment with the individual may be arranged. An unconditional contract of employment will not be issued until Human Resources receives confirmation that applicant is fit to undertake the duties of the post.

Probation

Where applicable, the successful applicant will be required to serve a 12 month probationary period.

Pension

The successful applicant will be eligible to join the Universities' Superannuation Scheme. Further information regarding this scheme is available from [Payroll and Pensions](#).

Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

Interviews

Informal interviews may be held for this post.

Formal interviews for this post will be held on Wednesday, 20 April 2016.

Equality and Diversity

We value diversity and welcome applications from all sections of the community.

The University currently holds a Bronze Athena SWAN award, recognising our commitment to advancing women's careers in science, technology, engineering, maths and medicine (STEMM) employment in academia.



Conditions of Employment

Administrative and Professional Services Staff Grades 6 and above

1. GENERAL CONDITIONS

Members of staff are subject to the Charter and Statutes and the Ordinances and Regulations of the University, published in the Calendar, and to any amendments or additions thereto approved by the University Court and, in the case of the Charter and Statutes, the Privy Council. Staff are also expected to familiarise themselves with, and adhere to, general University policies and procedures, as published on University web pages.

The University Court recognises Strathclyde University and College Union (SUCU) as the sole body with which it will negotiate and consult on all collective issues concerned with the terms and conditions of employment of Administrative and Professional Services staff in Grades 6 and above. Such terms and conditions may be varied by the University Court after negotiation and consultation with SUCU.

Each member of staff is responsible for the proper performance of allocated duties to the person or persons specified in the member of staff's letter of appointment and any accompanying papers.

The University is committed to ensuring that its business is conducted in an open and transparent manner and will take all appropriate steps to address risks of bribery or corruption. Members of staff are required at all times to act honestly and with integrity and to safeguard the resources for which they are responsible. The University has in place a robust Public Interest Disclosure (Whistleblowing) Policy to enable concerns to be brought to its attention. This is available at www.strath.ac.uk/publicinterestdisclosure. Other relevant policies, e.g. Fraud Prevention and Conflicts of Interests, can also be found on the University's website.

Any member of staff may at any time be exposed to commercially sensitive information, information related to potentially valuable intellectual property or information which may otherwise be of a confidential nature. This information, which could be found anywhere in the University, may be written or disclosed orally, can include information of a commercial or technical nature, and may be owned by the University or by third parties. The University requires all employees to keep any such information confidential in the first instance and not disclose, publish or otherwise disseminate it without prior consent of the University. Such confidentiality obligations are commonplace and in the commercial interests of the University. When in doubt advice should always be sought from Research and Knowledge Exchange Services prior to disclosure.

The University operates probationary periods for new staff, the duration of which will be specified in individual letters of appointment. The normal probation period for posts in this staff category is 9 months for those at grades 6 and 7, and 12 months for grades 8 and above. Further guidance on probationary procedures is published at www.strath.ac.uk/hr.

Further information on the terms and conditions specified in this document and other staffing policies and procedures can also be found at www.strath.ac.uk/hr.

2. SALARY

Appointments are made at an appropriate salary point on the University's grading structure, with initial placing determined according to qualifications and experience. Increments are paid to staff on 1 April each year, when the employee has a minimum of 6 full months of service, allowing progression to the next point on the salary scale until the top guaranteed point of the scale is reached.

Arrangements in relation to overtime, additional hours, non-standards and on-call working are published at www.strath.ac.uk/staff/policies/hr

Salaries are paid directly to staff members nominated bank account, normally on the second last working day of the month.

3. HOURS OF WORK

The normal working week is 35 hours. Unless otherwise indicated in an individual's letter of appointment, the normal hours are 9.00am to 5.00pm Monday to Friday with a one hour lunch break. Certain members of staff may be required to work some hours outwith this normal pattern and this should be agreed locally.

Overtime rates do not apply to staff grades 6 and above. Where a Head of Department/School/equivalent requests additional work, above the standard working week to meet the particular requirements of the Department, equivalent time off in lieu may be granted by prior agreement.

4. HOLIDAYS

Annual leave entitlement is 31 days per year to be taken by agreement with the line manager. For staff members working on a part-time basis, holidays will be calculated on a pro-rata basis.

In addition to annual leave there is an entitlement to eleven public holidays per year which should be taken on days that the University is closed for this purpose. The University presently closes for four additional days over the Christmas and New Year period. **These additional days count against the annual leave entitlement.**

For staff members working on a part-time basis, public holiday entitlement will be calculated on a pro-rata basis.

Annual leave and public holiday entitlements should be taken in the leave year to which they relate. Up to five days leave can be carried forward into the new leave year subject to line management agreement. In exceptional circumstances, Heads of Department/School/equivalent may approve carry forward of accrued annual leave in excess of five days.

The University's expectation is that staff take all accrued holidays prior to their termination date. If staff have exceeded their entitlement the University will deduct an equivalent number of days pay from final salary payments.

5. SICKNESS ABSENCE

During any period of absence through illness or injury provided the appropriate notification and certification procedures have been followed the University will pay a member of staff (having taken account of the aggregate of all periods of absence due to illness during the twelve months immediately preceding the first day of the current absence) as follows:

| Period of Continuous Employment at start of absence from work | Full Pay | Half Pay |
|--|-----------------|-----------------|
| Less than 1 year | 1 month | 1 month |
| 1 year but less than 2 years | 2 months | 2 months |
| 2 years but less than 3 years | 4 months | 4 months |
| 3 years but less than 5 years | 5 months | 5 months |
| 5 years or more | 6 months | 6 months |

In order to manage the University's sick pay scheme the University requires to maintain sickness absence records on individual members of staff. When making payments after the expiry of statutory sick pay the University will deduct an amount equivalent to any benefit normally payable by the Department of Work and Pensions. For full details on the general University policy in this area please refer to the Sickness Absence Management Policy at www.strath.ac.uk/staff/policies/hr.

6. PENSIONS

New members of staff, aged under 75, will be admitted to membership of the Universities Superannuation Scheme (USS) on taking up appointment. USS requires a contribution from the member (currently 6.5 per cent of salary for the Career Revalued Benefits section of the scheme and 7.5 per cent for the Final Salary section), to which a contribution of salary is added by the University as required by USS. If a new member of staff has previously been a member of USS and re-joins the scheme on or after 1 October 2011 they will be eligible to re-join the Final Salary section of the scheme if they:

- Have left before 1 October 2011 and have deferred benefits in USS and re-join before 1 April 2014; or
- Have left or leave the Final Salary section after 30 September 2011 and re-join the scheme within 30 months of leaving.

New members of staff may opt out of USS within three months of taking up appointment and will then be treated as if they had never been a member of the scheme. After three months members of staff who wish to withdraw from USS during their employment will be required to give a minimum of 28 days' notice in writing to the University. Any member of staff who wishes to opt out should contact the Pensions Section, Finance, in the first instance (pensions@strath.ac.uk).

Information regarding pension scheme membership can be found on the Finance webpage. Full information regarding USS can be found on the USS website – www.uss.co.uk

7. PLACE OF WORK AND RESIDENCE

Members of staff will be based on the John Anderson Campus, unless otherwise stated in the letter of appointment. The Department/School in which the post is initially placed will be specified in the letter of appointment although there will be an expectation to work at such other places as required in the course of employment.

If the need arises for members of staff to work outside the UK for a period (or periods) of more than one month then such arrangements will be subject to mutual agreement. Members of staff would then be provided with a statement in advance setting out the terms covering such periods of employment.

The University does not normally place specific restrictions upon the place of residence of members of staff. All staff are, however, expected to reside in a location which is compatible with the satisfactory fulfilment of all the duties associated with their appointment.

8. CONSULTANCY/FURTHER ACTIVITIES

To support the strategic objectives of the University and to facilitate individual professional development, the University encourages staff to engage in professional activities with outside bodies related to their field of work. In many cases, such activity will be approved on the basis that it represents University knowledge exchange activity and should therefore be treated as part of the individual's overall workload and managed through the University's systems. It is also recognised that there will be some cases where an activity is entirely separate from the University and should thus be notified/approved as a personal business activity. For further information please refer to the "University Procedure in relation to Work for Outside Bodies including Consultancies", which forms part of the employment contract and can be accessed at www.strath.ac.uk/hr

9. DISCIPLINARY AND GRIEVANCE PROCEDURES

Further information on the University's disciplinary and grievance procedure can also be found at www.strath.ac.uk/policies/hr or on request from Human Resources.

10. NOTICE AND TERMINATION

The employment of a member of staff is terminable by at least three months in writing, on either side; except during probationary period when the notice period is one month. If notice is being given by a member of staff earlier release may be granted if this can be arranged without detriment to the work of the department or area. If the appointment is for a fixed term it will expire at the end of the period without the necessity for notice. Fixed term contracts may be terminated by either party short of the expiry date by the serving of one month's notice in writing. The University is not obliged to continue a fixed term appointment beyond the employment period. For employees appointed above Grade 10, the notice period for both the employer and employee will be 6 months, except during the probationary period when a one month's notice period will apply. One month's notice will also apply for fixed term contracts terminated short of the expiry date.

Revised March 2014