

JOB DESCRIPTION

Job Title: Safety and Support Officer

Grade: 3

Responsible to: Safety and Support Duty Manager

Job Purpose:

To work as part of a team providing campus safety and security; supporting students, staff and visitors to our Cornwall Campuses.

As a small team we provide a wide range of services to our campus communities from the more traditional security duties of active patrolling and attending alarms to providing frontline support and pastoral care to our students. Staff must be able to provide pastoral care by identifying and resolving student issues with empathy and sensitivity. You will have a genuinely compassionate approach towards the mental health challenges facing young people and be committed to providing a positive student experience.

As this is a customer facing role, the post holder must display exceptional customer service skills and maintain a professional approach at all times. You will need effective communication skills and the ability to apply confidentiality and tact to situations, being diplomatic and sensitive to the needs of others.

Campus Safety and Support Officers work to an alternate 4 on/4 off shift pattern, 12 hours per shift ensuring 24/7 coverage 365 days of the year.

Main Duties and Responsibilities:

Responsibilities include the protection of persons and property and the prevention of crime. Duties include but are not limited to:

- Safety and Support Officers are expected to converse with staff, students and visitors and have the ability to deal with all sorts of interactions including challenging behaviour – it is necessary you can influence the behaviour of others to de-escalate volatile situations.
- Demonstrate understanding of, and adherence to, organisational codes of conduct and display behavioural standards set out in the Safety and Support Team Culture and Environment Procedure.
- Ability to respond compassionately to students who present to you as struggling by ensuring a knowledge of the support available within Student Support Services and in the wider community in order to signpost.
- Positively and compassionately respond to welfare or safety concerns and to students who are in mental health crisis, working and liaising with external services such as out of hours mental health services and emergency services.

- To respond to behavioural issues such as conflict and anti-social behaviour, diffusing situations and in contact/liaison with local emergency services where necessary.
- To provide support to 'off campus' University managed accommodation including Halls and Welfare support outside of standard working hours (OOH); included but not limited to light Maintenance duties, resetting of trip switches and boilers, general H&S checks, assistance with access for lost keys.
- Provide first response to incidents across Campuses, you are required to assist with: evacuation of buildings, setting up cordons to ensure site safety, providing traffic management during campus closer etc.
- Carry out foot and vehicle patrols across both campuses following agreed guidelines and procedures undertaking a visual risk assessment to determine areas of vulnerability across academic, social, and residential areas to ensure that controls measure can be applied to reduce or eliminate risk.
- Monitor and use security systems such as: CCTV, SafeZone, Salto
- Assist with the creation of staff and student ID passes and access control requirements
- Assist with car parking management; monitor parking in accordance with campus policy, issuing warnings and PCNs when required, directing traffic flow, and enforcing policy.
- To participate in the completion of appropriate statutory checks, surveys and audits as directed by the Safety and Support Duty Manager.

General Duties:

Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.

Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.

Agree personal and team objectives and work to achieve them, developing both individually and collectively.

Actively participate in required organisational processes, courses, and activities, constantly maintaining the required conduct.

Support and contribute to keeping FX Plus Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

NB: Appointment to this role is subject to a satisfactory standard DBS check.

PERSON SPECIFICATION
Post Title: Safety and Support Officer

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	<p>Good general standard of education</p> <p>SIA (Security Industry Authority) licenced or ability to obtain within a reasonable time scale</p> <p>Full valid UK driving licence</p> <p>First aid certificate or ability to obtain within a reasonable timescale</p> <p>Mental Health First Aid or ability to obtain within a reasonable timescale</p> <p>ASIST (suicide prevention training) or ability to obtain within a reasonable timescale</p>	
Experience / Knowledge	<p>High level experience of working in customer facing roles and dealing with difficult and /or challenging situations</p> <p>Good knowledge of MS Office and / or other office-based applications.</p> <p>Strong commitment to Health and Safety</p> <p>Ability to write accurate reports</p>	<p>Experience of working shifts in a similar environment</p> <p>Experience of working with vulnerable young adults</p> <p>Experience of dealing with complex welfare situations/ substantial risk</p> <p>Experience of operating CCTV, access control systems</p>
Skills / Personal Requirements	<p>Good team worker with a willingness to support a positive and collaborative team culture (including across teams and the organisations)</p> <p>Excellent customer service skills</p> <p>Understanding of confidentiality and data protection</p> <p>Willingness to contribute to ongoing service improvement</p> <p>Good and thoughtful judgment with the ability to assess situations calmly and effectively</p>	

	<p>Due to the duties carried out by safety and support staff across our campuses, applicants must be able to perform standing, driving, walking, and climbing activities such as active foot patrols, drive by patrols to off campus sites and leading on building evacuation. You will also be required to respond to first aid and the evacuation of buildings which may require you to take / carry specific equipment; for example, defibrillators, evacuation chairs, moving of furniture and assisting with the moving of people. Our campus environment requires applicants to be able to work in different conditions including buildings with limited accessibility and being outside in all weather. Reasonable adjustments to these requirements will be made where appropriate and necessary</p>	
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