

## **JOB DESCRIPTION**

**Job Title:** Safety and Support Supervisor

**Grade:** 4

**Responsible to:** Safety and Support Duty Manager

### **Job Purpose:**

To work as part of a team providing campus safety and security and supporting students, staff and visitors on 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 genuine compassion towards the mental health challenges facing young people and be committed to providing a positive student experience.

The Safety and Support Supervisor plays a pivotal role within night services by providing Duty Manager with support in the overall monitoring and management of the night team. You will engage Safety and Support Officers, providing a level of supervision much needed during these hours and will take a lead in upholding team and organisational standards and expectation in the absence of the Duty Manager.

You will be responsible for supporting the delivery of operational services, prioritising and allocating tasks, ensuring safe working practices are adhered to, and supervising contracted personnel throughout the duration of their shift.

Working across all University sites you will be responsible for the supervision of Safety and Support Officers, and, in the absence of the Duty Manager, you will be expected to oversee day-to-day operational activities, escalating more serious incidents to the Operations Manager where necessary.

You will be responsible for carrying out H&S audits and risk assessments and will support the Duty Manager in monitoring staff in upholding the standards set out within policies, procedures, and adherence to legal compliance. You will also take responsibility for ensuring staff are trained, competent and are adhering to all policies and procedures.

Campus Safety and Support Supervisors 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:**

Supporting the teams to deliver consistent, proactive, and professional services to students, staff, and visitors your duties include but are not limited to:

- Ensure all team members are adhering to the standards and behaviour set out in the organisational codes of conduct and the Safety and Support Team Culture and Environment procedures.

- Actively observe team members behaviour, competency, skills, knowledge, and awareness, identifying training needs in support of development.
- Demonstrate authority and uphold expectation of staff behaviour and performance in the absence of the Duty Management.
- Provide support and guidance to ensure all staff are confidently able to operate to expected standards, challenging poor behaviour or adherence to organisational procedures through the appropriate channels.
- Provide inductions to new starters and training to all staff with a focus on continued improvement. This will require you to manage the training matrix so that all mandatory training is up to date and does not expire.
- Supervise, monitor and develop the team's response to students who may require support with welfare or have safety concerns (e.g. by ensuring staff understand what support is available both within Student Support Services and in the wider community).
- Support the team in confidently and competently responding to Mental Health first aid by providing support and training. You will liaise with Duty Managers to ensure that training needs are identified, and appropriate training provided. You will also identify to Duty Managers staff who attend incidents so that appropriate support can be provided, as necessary.
- In the absence of the Duty Manager, you will be required to ensure the safe and effective delivery of all service operations and activities across Penryn and Falmouth Campuses, ensuring the most efficient deployment of response to demand.
- In the absence of the Duty Manager, you will support the Safety and Support Officers and ensure that all protocols and policies are adhered to and will escalate any concerns regarding staff to the Operations Manager.
- You will participate in the development and enhancement of safety and support services, making recommendations for improvements in policies and procedures and supporting the implementation of changes to process as required.
- In the absence of the Duty Manager be responsible for initiating the Incident Response process on site by coordinating and mobilising appropriate levels of response and escalating to the appropriate contacts in accordance with the Incident Response plans. Participate in Incident Response exercises, training and business continuity forums as required.
- You will oversee the use of Campus Safety and Monitoring Systems following formal procedures regarding CCTV monitoring, Fire Alarms and associated Fire procedures, Intruder alarm procedures, Building Closure procedures etc.
- Liaise with colleagues such as the H&S Advisor to report serious issues and deploy, where required, necessary action. e.g., supporting efforts to address hazardous campus conditions.

**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 FXPlus 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.

Undertake other duties not specifically stated which, from time to time, are necessary without altering the nature or level of responsibility.

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

**PERSON SPECIFICATION****Post Title: Safety and Support Supervisor**

<b>Attributes</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<b>Education / Qualifications</b>	<p>GCSE level education or relevant experience</p> <p>SIA (Security Industry Authority) licenced or ability to obtain within a reasonable timescale</p> <p>Full current 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 reasonable time scale</p> <p>H&amp;S certification (Institution of Occupational Safety and Health, Risk Assessments) or ability to obtain within reasonable timescale</p>	
<b>Experience / Knowledge</b>	<p>Experience of working in a supervisory or team leader role</p> <p>Experience of operating CCTV, access control systems or willingness to learn</p> <p>High level experience of working in customer facing roles and dealing with difficult or challenging situations</p> <p>Good knowledge of MS Office and / or other office-based applications.</p> <p>Ability to prioritise own workload and delegate / supervise the work of others</p> <p>Ability to assist in developing best practice (creating written 'Standard Operating Procedures, new policy, and procedures)</p> <p>Strong commitment to Health &amp; Safety awareness.</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</p>

	<p>Understanding of confidentiality and data protection.</p> <p>Ability to write accurate reports</p>	
<b>Skills / Personal Requirements</b>	<p>Effective communication skills and ability to apply confidentiality and tact to situations, being diplomatic and sensitive to the needs of others.</p> <p>Good organisational skills, able to work and remain resilient when challenged.</p> <p>Good and thoughtful judgment with the ability to assess situations calmly and effectively with safety and wellbeing at the heart.</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>	