

JOB DESCRIPTION

Job Title: Safety and Support Duty Manager

Grade: 5

Responsible to: Safety and Support Operations 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 traditional security duties 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 genuine compassion towards the mental health challenges facing young people and be committed to providing a positive student experience.

The Safety and Support Duty Manager is the cohesive link between operational teams and senior management and will lead in the development and reinforcement of a connected and collaborative team culture. You will be responsible for managing daily operations, ensuring employee productivity, monitoring efficiency of all processes and creating a positive work environment.

You will meet regularly with senior management to stay up to date with organisational changes, issues and improvements and will cascade information positively to ensure two-way communication is effective.

You will be expected to use strong people management skills and have the ability to lead and develop staff, especially those working during weekends and at night-time. You will also be expected to motivate, train, and develop your teams and positively influence their behaviour.

Safety and Support Duty Managers 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:

- To be the initial management contact for all operational matters, ensuring a consistent quality of service delivery, clear communications, and prompt response to all incidents for the duration of your shift.
- Positively impact team members behaviour by demonstrating and upholding the Safety and Support Teams Culture and Environment procedures, coaching and providing regular feedback and performance reviews.

- Continually engage and motivate staff during both quieter times and peaks busy periods.
- Demonstrate authority and uphold expectation of staff behaviour and performance and address concerns and issues as laid out in organisational policy and procedures.
- Proactively collaborate with management across the full safety and support service and from within other FXPlus department to ensure a supported, efficient, and consistent approach is always maintained.
- Manage the team's response to students who may require support with welfare or have safety concerns by ensuring staff understand what support is available both within Student Support Services and in the wider community.
- Lead the team in confidently responding to Mental Health first aid by providing appropriate training and development. You will liaise with managers within other FXPlus Directorates to understand what training is available and ensure teams are up to date with current requirements.
- You will identify to Senior Managers staff who attend 'high risk' or critical incidents so that appropriate support can be provided.
- Establish and effectively lead highly capable teams to deliver excellent customer service. You will be required to work on campus closely with the operational teams ensuring time is spent with staff on a regular basis.
- Manage, train, and develop staff, carrying out annual PDRs and managing performance.
- Co-ordinate and manage incident investigations ensuring identification of root cause of situation and lessons learnt to prevent re-occurrence.
- Ensure internal and external audits are undertaken and provide a detailed action plan to manage and ensure compliance.
- Complete and manage rotas for your team, managing staff attendance records including sickness and annual leave.
- Responsible for the management and training of staff to ensure that all processes and procedures are followed in line with company policy.
- Ensure all staff are fully trained and supported in the use of all security and safety systems.
- Contribute to the development of and ensure the consistent delivery of policies and procedures which facilitate effective communications, interfaces, and handover with daytime services to ensure continuity of service and support.
- Attend and positively contribute to regular Managers Meetings. You will play an active part in the Safety and Support Management Team to build and maintain strong and supportive relationships with colleagues across the 24/7 service. This

will also provide the space for setting objectives, discussing ideas, and developing strategies.

- Ensuring compliance with confidentiality policies and the Data Protection Act.

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.

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 Duty Manager**

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	<p>Degree level education or equivalent experience in business management or a related field</p> <p>Full current UK driving licence</p> <p>First Aid Certificate or ability to obtain within a reasonable timescale</p> <p>Previous training in MHFA/ ASIST or other support training/ qualifications or ability to obtain within a reasonable timescale</p> <p>IOSH (Institution of Occupational Safety and Health) (Institution of Occupational Safety and Health) Managing Safely or equivalent or ability to obtain within a reasonable timescale</p>	
Experience / Knowledge	<p>Proven success in a strong supervisory, leadership or management position</p> <p>Strong people management skills, with the ability to motivate and lead employees, and hold them accountable for their performance</p> <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 with the ability to effectively manage multiple workloads and shifting priorities.</p> <p>Ability to take ownership of situations, react and make independent decisions, often in pressurised situations.</p> <p>Excellent computer skills including MS Office based applications.</p> <p>Excellent report writing skills.</p>	<p>Experience in managing night service teams (security or other operational services)</p> <p>Experience in dealing with vulnerable young adults</p>

Skills / Personal Requirements	<p>Ability to prioritise own workload and direct the work of others, prioritising, delegating, and managing performance</p> <p>Strong commitment to Health & Safety awareness.</p> <p>Understanding of confidentiality and data protection.</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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