

JOB DESCRIPTION	
Job title: Security Operations Manager	Accountable to: Head of Campus Services
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £53,011 £64,032 per annum	Grade: Grade 7
Service: Estates	Location: Various sites across UAL
<p>Who we are:</p> <p>The Estates Department provides a number of core services across the University's 16 academic sites including facilities management, catering and commercial services, sustainability and energy management, estate management, project management, and property developments. It also works with 12 Halls of residence, three of which are UAL Estates managed halls.</p>	
<p>What is the purpose of the role:</p> <p>The Post holder will lead on the management of all aspects of security to ensure a safe and secure environment for our students, staff and visitors across the UAL estate.</p> <p>This will include the development and implementation of the security strategy in the areas of physical, technical and information security, ensuring that a commensurate risk based approach is taken to adopting physical security measures and controls. This will require they have expert industry knowledge of the technology influencing security systems and operations.</p> <p>The role will also involve the provision of expert advice and guidance to the wider UAL community in matters of security and business continuity plans.</p>	
<p>Duties and Responsibilities:</p> <ul style="list-style-type: none"> • To plan, develop, manage and oversee the delivery of security operations across all UAL colleges. • As the security systems technical lead you will be conversant in the digital advances in security technology that are influencing and shaping security equipment, systems and operations. • To assist the Head of Campus Services in the development of the University strategy for security systems infrastructure for all University buildings which will include; physical security, access control, CCTV, intruder alarms etc., • Responsible for the review/development and implementation of robust security system processes & procedures to support the day to day operational activities such as; recording of security incidents, reports, escalation, University ID cards and their ongoing monitoring/review. • To lead in the development and maintenance of Emergency, Crisis Management and Business Continuity plans as required. This will include conducting specific duties assigned to the post during an emergency or crisis. • To have oversight and a clear understanding of the security threats to the college, undertaking periodic risk management reviews and liaising with external security services as necessary, in order to keep abreast of changing security threat levels and risks, and ensure that the College's processes and procedures are adapted accordingly. • Develop strong internal and external networks. Such networks will be used to identify solutions and exchange best practice to develop and promote a positive security culture at all levels within the College. 	

- To advise senior management on confidential or sensitive matters and act as the conduit between UAL and the police at all levels in order to expedite solutions to sensitive/difficult situations.
- Responsible for overseeing and governing the data processed by university security systems, ensuring processing is compatible with the law and University policy.
- Responsible for the development and implementation of the university's security incident reporting systems.
- To ensure appropriate 24hr incident management structures are in place including in relation to student support and that these structures are regularly tested.
- To be the authority and escalation point for access control senior administrators in relation to changes within the system such as naming conventions, groups and resolution for software issues.
- Develop, review and monitor the training requirements and continuing professional development for security staff & security system operators.
- Working closely with the Estates department maintenance and project teams, contract service providers and other relevant stakeholders to ensure that all University security systems are fully operational and maintained.
- To work with dedicated stakeholders across UAL and others during the preparation, planning stage and during the actual event to ensure that events/visits to UAL are safe and secure.
- Responsible for the management and close liaison with the colleges, Facilities Managers and IT network services in the production process of staff and student ID cards and oversight of the provision of first line support for ID card production related software and equipment issues.
- Required to identify, audit and develop specifications for the university security systems including Access control, CCTV, intruder alarms and key suiting across the estate and their procurement.
- To lead on minor security equipment/system projects and contribute to the larger estate projects through consultation with appointed project managers.
- To lead the University's programme for introducing Consolidated Delivery across its sites and being responsible for effectively linking this to the overall security provision.
- To represent UAL on external Security Forums, Security Association Meetings
- To assist the Head of Campus Services in the administration of the budget allocated to security systems.
- To complete security risk and camera impact assessments.
- To be flexible as from time to time there may be a requirement to respond to security system issues out of hours.

- To have input into the continuous improvement of the University Disaster recovery and business continuity plan.

As a senior member of the University the following applies:

- You will be expected to work such hours as are reasonably necessary to fulfil the duties and responsibilities of the role.
- You may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties which may include evenings, Saturdays, Sundays and bank holidays.
- You will be required to regularly travel to other sites as necessary.

DATA PROTECTION AND DATA QUALITY:

- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.

General

- To perform such duties consistent with your role as from time to time may be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

- FM managers
- Contractors and service partners
- Senior college representatives
- Estates professionals
- External professional groups

Specific Management Responsibilities

Budgets: None at this stage

Staff: External contractors

Other (e.g. accommodation; equipment):

PERSON SPECIFICATION

Specialist Knowledge/Qualifications

- Security Industry Qualification at Certificate or Higher level.
- Senior Management qualification
- Member of an appropriate professional body
- Prince2 or similar project management qualification
- Qualification In crime prevention through environmental design (CPTED).
- Emergency management
- IOSH Managing safely
- STORM or ASSIST or relevant Suicide awareness training

Relevant Experience

- Senior security management experience including organisational planning and lead delivery of security function and teams across a multi-site estate.
- An understanding of the challenges in a Higher Education environment
- Managing the operational administration of security access systems such as: Salto ProAccess SpaceControl Soft Identity AccessParagon- ID info Smart or similar.
- Completing physical and environmental security risk assessments.
- Experience of planning, exercising and delivery of emergency management and business continuity
- 3rd party security contract management experience
- Professional experience of providing technical specifications for public tender projects
- Budget management

Communication Skills	<ul style="list-style-type: none"> • Strong and effective communicator with experience to building strong and effective networks to influence and operate at all levels through the organisation from Executive to front line service areas. • Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way. • Ability to analyse and present complex data • Experienced in writing business cases, reports and security procedures.
Leadership and Management	<ul style="list-style-type: none"> • Excellent management and leadership skills • Customer focused approach to service delivery • Ability to motivate and lead a team of third party security staff.
Professional Practice	<ul style="list-style-type: none"> • Membership of a recognised professional body i.e., Security Institute or similar.
Planning and Managing Resources	<ul style="list-style-type: none"> • Ability to manage priorities with strong organisational and administrative skill
Teamwork	<ul style="list-style-type: none"> • Ability to work as part of team
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> • Ability to make decisions and find solutions using own initiative within the constraints of given policies and procedures

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.