

Job Description

Post title: Campus Operations Manager	Post No:
Organisation Unit: Campus Services	Date compiled: December 2019
Grade: PM 2	Hours per week: 37 Weeks per year: 52
If fixed term, state duration:	
Immediate line manager: Head of Campus Services	
Designation and grade of any staff supervised by the postholder:	
<p>Security Operations Manager Security Systems Manager Reception Services Manager Postal Services Manager</p>	
Job purpose:	
<p>To be accountable for the provision of integrated services that ensure that the University campuses are a welcoming, safe and secure environment for students, staff and visitors.</p>	
Principal duties and responsibilities:	
<ol style="list-style-type: none"> 1. Design and ensure the delivery of services are aligned to University strategy, best in class, innovative and leading. 2. Ensure the consistent delivery of high-performance standards – ensure the services provided are current, best in class, innovative, leading. 3. Work with the Services Managers to enable them to effectively manage their services, provide strategic direction, support and guidance as required. Ensure that they are effectively leading their team and developing potential. 4. Ensure the delivery of professional front of house solutions – welcoming, informative, safe and secure environment. 5. Act as a member of the Campus Services leadership team, participate in cross team projects. 6. Accountable for budget for areas of operation – may delegate operational management of budget to service managers. 7. Maintain responsibility for matters of compliance in respect of health and safety, risk assessments, data protection issues and other legislative requirements ensuring that there is commensurate linkage with associated internal policies and procedures authoring policy were appropriate. 8. Develop effective and influential relationships with key internal and external stakeholders including; the University Executive Team, Senior Managers, Union Representatives, Student Representatives, Emergency Services, Security Consultants, Service Providers / Contractors, Local Authority and Government Bodies. 9. Engage with, and support, colleagues in the delivery of security, car parking, reception and postal related services to matters of development through productive liaison and a clear awareness of project management, timelines, relevant contacts and analysis of known and foreseeable threat. 	

In relation to the Security provision:

10. Be accountable for the Security provision to the University community applying due diligence and oversight in regard to all aspects of demand and ensuring that both technical and physical measures are employed effectively.
11. Lead on the formulation of planning and policy in regard to the Security provision. Act on national and local developments and Codes of practice that may impact on the present or future of the University Security Provision. Work with Legal Services to interpret and ensure compliance with relevant legislation.
12. Provide specialist advice and guidance to internal stakeholders (including the University Executive Team) and act as the central point of contact and coordination for specialist security provision including event support, crime prevention and Counter Terrorism. Be the lead contact with Special Branch regarding Counter Terrorism, Prevention of Radicalisation and UK extremism.
13. Author reports on matters of specific interest or events that will highlight key information around intelligence, trends, threat and current or projected concerns and convey these in a manner that will stimulate appropriate consideration and response.
14. Maintain awareness of sector and security industry best practice, products, assets and standards to ensure that the university benefits from the most appropriate and cost-effective provision in line with risk assessed requirements and priorities.
15. Determine suitability of personal and technical equipment required to support security activity and make determinations of need alongside matters of quality, effectiveness, cost and sustainability.
16. Collaboratively, determine the factors that will constitute a critical incident assessment and response and set in place an operational plan that will meet the intended objectives.
17. In cases of serious or major incident, take operational / tactical control of the situation and set in place the most appropriate response.
18. With a clear oversight of any security breaches or compromise, ensure timeous and pro-active management of response that will seek to identify cause and to thereafter apply the most appropriate remedy to mitigate impact and to reduce the prospect of recurrence.

Special requirements:

Be available for out of hours contact for Urgent Security Matters including effectively diagnosing the problem, advising on the appropriate course of action, communication with relevant parties e.g. EMT, UET Emergency Services and ensuring any follow up actions are taken.

Attendance at events during evenings and weekends in line with business need. Respond to incidents out of normal office hours as necessary.

All staff are expected to comply with the University's Health and Safety and Equal Opportunities policies in the performance of their duties.

Job description drawn up by	Michaels Lees	Head of Campus Services
Approved for department by	Michael Lees	Head of Campus Services