

**Job Description**

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| Job Title: | Facilities and Security Team Leader (Estates) |
| Faculty/Department: | Estates Directorate |
| Reporting to: | Facilities and Security Manager |
| Duration: | Continuing |
| Job Family: | Community Operative |
| Pay Band: | 5 |
| Benchmark Profile: | Team Leader (Community Operative) Band 5 |
| DBS Disclosure requirement: | N/A |
| Vacancy Reference: | ES0058 |

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**Background and Context**

The Estates Directorate offers a range of services including Estates Management and Development, Maintenance, Car Parking, Cleaning, Portering and Security. The directorate is responsible for a range of over 71 University buildings both academic and residential totalling over 150,000 square metres on the Hull Campus.

### Specific Duties and Responsibilities of the post

Security and Portering are managed by a Facilities and Security Manager, supported by two Facilities and Security Team Leaders and three Security Team Leaders. The post holder will be responsible to the Facilities and Portering Manager for the day to day operational organisation and supervision of Portering and Security staff. The post holder will be responsible for ensuring that Portering and Security duties are undertaken to the agreed timescales and standard. The post holder will schedule Portering and Security tasks to ensure work is undertaken efficiently and evenly across the team.

Porters and Security are a multi-disciplinary team covering waste and recycling management, portering, car parking, post room, and security, including for VIPs and high profile University events. The team link closely with colleagues across the University and provide an additional supporting role within Estates covering, basic maintenance, health and safety and cleaning services.

To ensure the smooth running of the campus the postholder may be required to work a five out of seven day week. They will need to be flexible with regards to hours of work to support business needs.

The postholder may be required to work anywhere across the University.

Alongside daily tasks staff across the University make requests for Portering and this requires the postholder to be organised and customer focused.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

The postholder may be required to work anywhere across the University.

* + Lead and monitor the work of the Portering and Security team(s) and mail room.
  + Plan and prioritise the work of the team(s) ensuring the effective use of resources, utilising Planon an ICT facilities management system (for which training will be provided).
  + Work within established processes and procedures with minimum day to day supervision under the guidance of a line manager.

### Communication

* Liaise with internal customers to support events e.g open days, VIP visits and graduation.
* Liaising with relevant external organisations e.g. Waste management contractors, local Neighbourhood Policing team, removal companies, security firms.
* Communicate effectively with a diverse range of customers including in confrontational situations
* Instruct and monitor staff on safe working practices, and Health & Safety issues
* Keep records of holiday entitlement, sickness and absence
* Complete time sheets working within set budgets
* Initiate sickness absence procedures (back to work forms)
* Monitor and log all incidents and response times against Service Level Agreements completing all necessary paperwork and reporting to the line manager
* Respond to requests for additional Security and Portering to ensure work is undertaken efficiently and evenly across the team.
* Complete probationary reports and inform line manager
* Assist with recruitment and selection which will include shortlisting, interviewing and inductions

**Teamwork**

* Will supervise the work of others and undertake Security, Portering and control room duties.
* Provides advice and guidance to other members of the team
* Deal with routine matters in the absence of the Facilities and Security Manager and take responsibility for, implementing fire, bomb threat or incident procedures.
* Support the University and Departmental Health and Safety policies supervising and undertaking work were necessary including, the clearing of snow/ice, gritting paths, emergency cleaning.

**Service Delivery**

* Supervise a multi-disciplinary Portering and Security Team ensuring that all duties are undertaken to set standards and timescales and meet Key Performance Indicators (KPIs) regarding portering, post room, car parking, recycling, waste and crime prevention initiatives
* Operate the Report Centre, which serves as a security control room, including undertaking administrative duties, keeping a 24 hour log and producing additional reports when required
* Ensure up to date with all health and safety and standard operating procedures and undertake all Security Officer and Portering duties when required, working flexibly across the Security and Portering Team(s)
* Preventing all types of crime, have a working knowledge of the, Standard Operating Procedures, intruder alarm and fire alarm termini, and respond accordingly.

1. Escorting police, ambulance and fire services around buildings to the scene of the incident and undertaking crowd and traffic control.
2. Participating as a member of the team providing a 24 hour “on call” service on a rota in order to respond to emergencies out of hours

**Planning and Organisation**

* Plan, prioritise, delegate and monitor own workload and that of the team to ensure work is completed to schedule including: Co-ordinate departmental processes in conjunction with senior colleagues.
* Co-ordinate Security and Portering tasks to complement and support wider departmental objectives e.g. maintenance, recycling, heightened security, refurbishments, efficient use of skips and office moves.

**Work Environment**

* Ensure staff are appropriately trained in manual handlings and the safe use of equipment, chemicals and workplace safety
* Supervise and coordinate the Driving, loading and unloading of vehicles including chauffeuring University Officers/VIPs and transportation of valuables both locally and long distance. Ensure basic maintenance and valeting and that drivers correctly complete the mileage book, and are trained in the use of the University vehicle fire extinguisher.
* Coordinate the teams to undertake fire alarm testing and equipment checks and keep accurate records.
* The nature of the role means the post holder will be required to, from time to time, work outdoors including in inclement weather, working flexibly on a 5 over 7 contract including bank holidays.

**Additionally the post holder will be required to:**

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, first aider, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices. This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

**Competency Identified by**

**Knowledge and Experience**

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| Evidence of substantial experience supervising customer focused operational teams | **Application/Interview** |
| Has relevant HNC qualification in Facilities Management, Security or related field or, equivalent qualification and/or experience. | **Application/Interview** |
| Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development. | **Application/Interview** |
| Ability to utilise ICT systems to deliver efficient services. | **Application/Interview** |
| Experience of working with Key Performance Indicators and Service Level Agreements.  Skills and experience in one or more of the following areas; basic maintenance, postal service, manual handling, security or waste management | **Application/Interview** |
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| **Communication (Oral and Written)**  Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts. | **Application/Interview** |
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| **Teamwork and Motivation**  Can demonstrate the ability to lead the team. Clarifies priorities and ensures they are understood by team members. | **Application/Interview** |
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| **Liaison and Networking**  Can demonstrate the ability to make contact with others to ensure that information is exchanged and circulated appropriately to the right person at the right time. | **Application/Interview** |
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| **Service Delivery**  Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory. | **Application/Interview** |
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| **Planning and Organisation**  Can demonstrate the ability to ensure that the work is carried out effectively and that resources are available to meet demand. Identifies the need for further action and resources by monitoring progress. | **Application/Interview/Test** |
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| **Initiative and Problem Solving**  Can demonstrate the ability to use initiative to recognise problems and offer solutions. | **Application/Interview** |
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| **Work Environment**  Can demonstrate the ability to ensure that safe practice and the use of protective equipment and clothing are part of normal day to day working. Reviews and reports on working practice and the environment to highlight potential risks and hazards. | **Application/Interview** |
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