



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Security Team Lead
Reports to:	Head of Estates and Facilities Management
Location:	London – Middlesex Street and/or Rosebery Avenue
Department:	Estates & Facilities - QAHE

2. ABOUT THE ROLE	
What you'll be doing?	<p>Deliver and monitor a streamlined campus security service by monitoring students, staff, visitors and other persons to guard against theft, unauthorised admittance and to maintain security of the premises.</p>
Key Responsibilities	<p>Ensure all security staff follow procedures, and carry out required checks and processes in order to provide a safe environment</p> <p>Check all CCTV cameras and ensure operational</p> <p>Complete weekly fire testing</p> <p>Answer all student/staff queries and refer to the relevant teams.</p> <p>Carry out reasonable tasks requested of you by a member of the senior management team.</p> <p>Ensure all QAHE sites have adequate cover during times of annual leave and/or sickness.</p> <p>Lead the security team including distribution of daily rotas/weekly rotas.</p> <p>Assist in maintaining compliance with all Health and Safety legislation.</p> <p>Promote a secure and safe working environment on site through the implementation and continuous improvement of Health and Safety actions.</p> <p>Assist and be point of contact for Incident Management, ensuring that all incidents are correctly managed and escalated within the Facilities Team.</p> <p>Ensure that there is a robust and effective key control process in place.</p> <p>Record facilities issues on the facilities log for the Facilities Team to action</p> <p>Patrol the building on a regular basis to ensure students are adhering to site processes and regulations</p> <p>Provide a reception service- respond to incoming telephone calls in a timely and professional manner, meet and greet all visitors to site</p> <p>Respond to any building alarms and investigate disturbances</p>

	<p>Ensure reports of any irregularities including equipment or property damage, theft, presence of unauthorised persons or unusual occurrences are completed and circulated to the relevant parties.</p> <p>Maintain an up to date understanding of QA 's Health & Safety policy</p> <p>Ensure sites are secure, door and windows are locked and alarms are set on closure of the campuses.</p> <p>The ability to work out of hours and to be on call to deal with any Security matters that should arise.</p>
KPIs & SLAs	Security Best practice is adhered to
Key Working Relationships	<p>QAHE staff</p> <p>Students, visitors, external representatives</p>

3. ABOUT YOU

<p>Your Competencies</p> <p>1: Working Level</p> <p>2: Advanced Level</p> <p>3: Expert Level</p>	<p>Core</p> <p>Results Driven - 2</p> <p>Taking Ownership - 2</p> <p>Collaboration - 2</p> <p>Continuous Learning - 2</p> <p>Role Specific</p> <p>Customer Focus - 2</p> <p>Emotional Intelligence - 2</p>
Your Experience	<p>Excellent customer service experience.</p> <p>Conflicion resolution experience</p> <p>Experience within a similar role</p> <p>Ability to work well under pressure</p>
Your Knowledge	SIA Badge/Requirements - knowing how to defuse or deal with a difficult altercation
Your Qualifications	SIA manned guarding License
What you'll bring to QA	<p>Trustworthy and Honest</p> <p>Must be able to make good timely decisions and be accountable for them.</p> <p>Must have exceptional interpersonal skills and a high level of emotional intelligence</p> <p>The ability to operate well within a team environment.</p> <p>Willingness to undertake a DBS check prior to formal start date being confirmed</p>