

University of St Andrews

Estates

Security Manager – AD1001SB

Further Particulars for Applicants

Estates

THE ESTATE

The University of St Andrews was founded in 1413 and currently occupies 146 academic, administrative and residential buildings throughout the town, In addition, the University also owns playing fields, agricultural land and a former industrial site at Guardbridge.

The estate is extremely varied. Whilst many of the buildings enjoy listed status and are integral to the unique qualities and characteristics of St Andrews and North-East Fife, many more have been added over the years as the University has grown. The portfolio ranges from nationally important historical buildings through to state of the art teaching and research facilities.

The University is investing heavily to further develop and expand its estate in support of its medium and long-term objectives. It will therefore continue to play a leading role in preserving and enhancing the built environment as it reinforces its position as a World renowned centre of learning, research and sustainable development.

ESTATES

Estates is a key support unit providing a range of functional activities that will help the University achieve its corporate objectives. It is an integrated centre of excellence responsible for implementing decisions related to the buildings, fabric and infrastructure of the University. It provides specialist advice to the University on strategic estates issues as well as its statutory obligations.

The comprehensive service provided includes:

- Estate Strategy and planning
- Professional and Technical Services with a particular focus on compliance issues including Health and Safety, asbestos management, water safety
- Delivery of the Capital investment plan
- Maintenance and operation of the estate including planned and reactive works
- Building Management Systems
- Forward planning including life-cycle replacement
- Janitorial, Security, Cleaning and Mail Services
- Sustainability including energy, the environment and waste management
- Helpdesk and Administrative support

The unit currently employs around 250 staff and is committed to supporting the University in achieving excellence by providing a range of integrated services that are professional, customer-focused and designed to provide and maintain an estate that is safe, compliant and suitable for its intended purpose. We actively seek improvements in all we do and will continue to embrace the principles of sustainable development, innovation and collaboration.

The University is recognised as a leader in sustainable development practices and has a robust Carbon Management Plan in place that outlines its journey towards carbon neutrality. Key features of this plan are the development of a 6.5MW biomass energy centre and a 12MW wind farm. The University also operates the largest (£2.6M) energy efficiency investment (SALIX) fund in the UK HE sector that enables the institution to invest in energy saving practices.

In the next few years, there will be an additional capital programme of circa £30m per annum and the focus will be on ensuring that this is invested so that the estate assets are operating at optimum efficiency whilst delivering the University's strategic themes.

Job Description

Job Title: Security Manager

School/Unit: Estates

Reporting to: Assistant Director (Facilities)

Responsible for: Deputy Security Manager, University Bedellus, all security, janitorial, mailing and parking management staff.

Job Family: Managerial, Specialist & Administrative

Working Hours: Full-time – 36.25 hours per week

Grade/Salary Range: 7/£39,992 - £49,149 per annum

Reference No: AD1001SB

Start Date: As soon as possible.

Main Purpose of Role

This post is based in the University security service, which is part of Estates. The Security Manager has responsibility for the strategic and operational delivery and management of an efficient, effective and customer-focused security service, contributing to a safe and secure environment in which the University community of students, staff and visitors can live, work and play.

The Security Manager will play a key role in the development and implementation of the change programme which will impact significantly on existing security related resources, structure, operation and activities.

The role will also be key in delivering a culture of continuous improvement, and through high standards of service, enhancing the student and staff experience at St Andrews and protecting the University's reputation for excellence.

Key Duties and Responsibilities

1. General:

- Direct and manage the University security service – ensuring the development and provision of a fit for purpose, 24-hour service capable of responding to all University security related matters.
- Direct and manage University security, janitorial, parking and mailing operatives – ensuring that the University's HR Policies are adopted at all times.
- Regularly review services ensuring they are in accordance with strategic priorities.
- Assist in all ceremonial and VIP events of the University - including graduation, commemoration ceremonies and events associated with University anniversaries ensuring all security requirements are met.

- Keep up to date with developments in security standards, technology and working methods, ensuring they are fully investigated and adopted where appropriate to ensure that services remain economically efficient, customer focused and fit for purpose.
- Encourage a culture for continuous improvement
- Ensure that the University complies with all current legislation relating to security, health and safety and data protection. Ensuring strict confidentiality at all times in relation to any information recorded or held by the security service, including CCTV.
- Undertake engagement with internal and external stakeholders as required of the role.
- Understand and comply with University policies and procedures and ensure the implementation of these in day to day operations.

2. Planning and Organisation:

- Develop business plans in support of the service strategy requirements, identifying resources, targets and measurement of success. Manage the effective implementation of these plans, reviewing achievements against the identified standards and benchmarks and adapting objectives and plans accordingly.
- Support and direct the University Bedellus and Deputy Security Manager in the operational duties and responsibilities for all security, janitorial, mailing and parking personnel.
- Constructively lead change in the University's security service ensuring that service provision is in line with the strategic plans of the Estates Unit and the University.
- Manage and oversee the development and management of the University parking policy and practice.
- Manage and oversee the operation of the University Mail Service.
- Participate in the development and implementation of University emergency plans.
- Assisting with the planning and execution of University events/VIP visits as required.

3. Engagement:

- Liaise with other university services to ensure issues of risk are identified and addressed.
- Undertake security audits and business security risk assessments for all areas using high level analytical and problem solving approach.
- Increase awareness of security issues through development of effective crime prevention mechanisms and provision of professional support and advice to schools/units/student groups.
- Develop and maintain close and effective working relationships with community groups, community policing and other multi agency partners to ensure their continued support and to ensure the mitigation, where possible of any negative impact the institution and its students may have.
- Liaise with colleagues in Student Services in the management of security issues/ concerns arising within the University student population.
- Liaise with Director of Residential Business Services and Warden's Manager to ensure that security in halls of residence is being maintained and – as required – strategically developed
- Participating in the University Security Strategy Group to provide oversight of operational security issues and risks.
- Contribute to the role of the University events co-ordinating group to ensure that events taking place within the University are conducted safely and in accordance with specified conditions.
- Liaise with Estates professionals and provide security advice on new buildings and works projects at development stage.
- Attend liaison and co-ordinate meetings with representatives of Police Scotland.
- Develop positive and influential relationship with external agencies as required, including the HE Prevent Working Group and AUCSO.

4. Communication:

- Ensure that effective two way communication takes place throughout all levels of the service and that appropriate mechanisms are in place for regular management and team meetings.
- In conjunction with Police Scotland or other external agencies – advise and or represent senior management of potential threats, initiatives developing on national or international platforms.
- Undertaken investigations into internal disciplinary or potentially criminal matters, reporting to HR and/or relevant senior managers.
- Involvement in the design and production of Estates Annual Report.

- Attend management meetings to report on security activity and seek engagement with managers over developing initiatives.
- Maintaining effective communication between all sections by providing informal support and engagement.

5. Human Resources:

- Motivate, inspire and lead all security related staff, ensuring that the University's HR policies are followed at all times.
- Develop and implement a fit for purpose staff development plan which achieves the delivery of operational/strategic aims and supports a professional and collaborative culture.
- Ensure that all staff within Security Services are appropriately appraised and developed through University's R & D scheme. Ensuring that objectives are set in line with unit strategic planning and that individual and team development needs are identified, recorded and actioned
- Analyse the efficiency and productivity of the security provision, implementing innovative and flexible working arrangements whilst monitoring service level provision.
- Promote and uphold the University's values through personal example and working practices.

6. Financial/Technical:

- Analyse reporting mechanisms for security activities and produce monthly statistics of crime and incidents for senior managers. Ensure that any pattern of crime is addressed pro-actively.
- Manage and control budgets, ensuring that expenditure is monitored and controlled in line with the University's financial regulations.
- Responsible for the tendering, procurement and management of external service contracts and services – ensuring delivery meets the service requirements and objectives of the University.
- Manage and develop the University CCTV system and the deployment and use of other technical assets including alarm and door management systems.

7. Miscellaneous:

- Comply with and assist in the compliance of all policies of the University of St Andrews including health and safety policies and any specific requirements related to the safe and efficient discharge of the post.
- Any other duties as required by the Director/Asst Director (FM)

Special Requirements:

While you will work 36.25 hpw between Monday and Friday, you will be required to undertake duties outside these times and be flexible to meet the changing demands of the role. You will also be required to share an on-call rota as required and will be expected to be available to take calls and/or attend incidents out of normal working hours.

Please note that this job description is not exhaustive, and the role holder may be required to undertake other relevant duties commensurate with the grading of the post. Activities may be subject to amendment over time as the role develops and/or priorities and requirements evolve.

Person Specification

This section details the attributes e.g. skills, knowledge/qualifications and competencies which are required in order to undertake the full remit of this post.

Attributes	Essential	Desirable	Means of Assessment (i.e. application form, interview, test, presentation etc)
Education & Qualifications <i>(technical, professional, academic qualifications and training required)</i>	Educated to degree level in a relevant subject or have equivalent experience/qualifications within a complex environment.	NEBOSH or IOSH or equivalent qualification.	
Experience & Knowledge <i>(examples of specific experience and knowledge sought)</i>	<p>Proven experience and practice in security related environment.</p> <p>Proven experience of proactively contributing towards the development of security strategy.</p> <p>Demonstrable experience of successfully leading and managing a large team.</p> <p>Proven experience of developing and implementing operational policies and procedures.</p> <p>Good understanding of technical security systems (intruder alarms, locking systems, access control, incident reporting and CCTV).</p>	<p>Appropriate experience in the public sector eg military/police.</p> <p>Experience of planning events/protected person and VIP visits.</p>	
Competencies & Skills <i>(e.g. effective communication skills, initiative, flexibility, leadership etc)</i>	<p>Excellent oral and written communication with demonstrated presentation and active listening skills with ability to influence and negotiate with stakeholders to achieve successful outcomes.</p> <p>Proven experience of conducting and resolving complex and sensitive investigations and</p>	<p>Knowledge of civil contingency/emergency planning principles.</p> <p>Experience of engagement and interaction with young people.</p>	

	<p>solving complex problems using own initiative and experience</p> <p>Highly motivated and customer orientated individual, with an emphasis on continuous improvement.</p> <p>Strong IT skills</p> <p>Experience of effectively managing budgets</p> <p>Excellent interpersonal and change management skills.</p> <p>Excellent prioritisation and time management skills.</p> <p>Experience of developing training programmes which support service strategy requirements.</p>		
<p>Other Attributes/Abilities (if applicable)</p>	<p>Experience of building strong partnerships and networks internally and externally to the organisation</p> <p>A good understanding of the issues facing security within the Higher Education Sector.</p> <p>Composure and the ability to respond constructively to desired outcomes.</p> <p>Knowledge of health and safety, EU working time directive and other relevant legislative requirements.</p> <p>Full and valid UK driving licence with entitlement to drive.</p> <p>The flexibility to work unsocial and additional hours as required.</p>	<p>Ability to represent the University in security related initiatives externally.</p>	

Essential Criteria – requirements without which a candidate would not be able to undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short listing stage.

Desirable Criteria – requirements which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential requirements.

Other Information

We encourage applicants to apply online at www.vacancies.st-andrews.ac.uk/welcome.aspx, however if you are unable to do this, please call +44 (0)1334 462571 for a paper application form.

For all applications, please quote ref: AD1001SB

The University is committed to equality for all, demonstrated through our working on diversity awards (ECU Athena SWAN/Race Charters; Carer Positive; LGBT Charter; and Stonewall). More details can be found at <http://www.st-andrews.ac.uk/hr/edi/diversityawards/>.

The University is committed to equality of opportunity.

The University of St Andrews is a charity registered in Scotland (No SC013532).

Obligations as an Employee

You have a duty to carry out your work in a safe manner in order not to endanger yourself or anyone else by your acts or omissions.

You are required to comply with the University health and safety policy as it relates to your work activities, and to take appropriate action in case of an emergency.

You are required to undertake the Information Security Essentials computer-based training course and adhere to its principles alongside related University Policy and Regulations.

You are responsible for applying the University's equality and diversity policies and principles in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own area of work/activities.

You should be adaptable to change, and be willing to acquire new skills and knowledge as applicable to the needs of the role.

You may, with reasonable notice, be required to work within other Schools/Units within the University of St Andrews.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

The University & Town

Founded in the early 15th century, St Andrews is Scotland's first university and the third oldest in the English speaking world.

Situated on the east coast of Scotland and framed by countryside, beaches and cliffs, the town of St Andrews was once the centre of the nation's political and religious life.

Today it is known around the world as the 'Home of Golf' and a vibrant academic town with a distinctively cosmopolitan feel where students and university staff account for more than 40% of the local population.

The University of St Andrews is a diverse and international community of over 11,000, comprising students and staff of over 120 nationalities. It has 8,800 students, just over 7,000 of them undergraduates, and employs approximately 2,540 staff - made up of c. 1,190 in the academic job families and c 1,350 in the non-academic job families.

St Andrews has approximately 50,000 living graduates, among them former Scottish First Minister Alex Salmond and the novelist Fay Weldon. In the last 90 years, the University has conferred around 1000 honorary degrees; notable recipients include Benjamin Franklin, Rudyard Kipling, Alexander Fleming, Iris Murdoch, James Black, Elizabeth Blackadder, Tim Berners-Lee and Hillary Clinton.

The University is one of Europe's most research intensive seats of learning. It is the top rated university in Scotland for teaching quality and student satisfaction. In the Research Excellence Framework (REF) 2014 the University was ranked top in Scotland for quality of research output and one of the UK's top 20 research universities.

St Andrews is consistently held to be one of the United Kingdom's top ten universities in university league tables compiled by The Times and The Sunday Times, The Guardian and The Complete University Guide. The University has eight times been named the top multi-faculty university in the UK in the National Student Survey - a direct reflection of the quality of teaching, assessment and facilities. In international and world rankings St Andrews scores highly for teaching quality, research, international outlook and citations. It is established as a World Top 100 institution in annual rankings produced by QS and Times Higher Education.

Its international reputation for delivering high quality teaching and research and student satisfaction make it one of the most sought after destinations for prospective students from the UK, Europe and overseas. In 2015 the University received on average 12 applications per place. St Andrews has highly challenging academic entry requirements to attract only the most academically potent students in the Arts, Sciences, Medicine and Divinity.

The University is closely integrated with the town. The Main Library, many academic Schools and Service Units are located centrally, while the growth in research-active sciences and medicine has been accommodated at the North Haugh on the western edge of St Andrews.

As the University enters its seventh century, it is delivering a varied programme of strategic investment, including the refurbishment of its Main Library and a major investment in its collections, the opening of a research library, the development of a major arts centre and a Music Centre, the refurbishment of the Students' Union, the provision of 900 additional students beds, the relocation of professional services to purpose built accommodation and the development of a green energy centre to offset energy costs.