Human Resources  
JOB DESCRIPTION & PERSON SPECIFICATION

**JOB DESCRIPTION**

| Job title: | Security Team Leader |
| Reports to: | House Shift Managers, Senior House Manager |
| Department: | House |
| Direct reports: | Security Team Members |
| Date: | February 2019 |

**JOB PURPOSE & GENERAL INFORMATION**

To use a complete customer-focused approach to ensure the comfort and safety of all our student members and customers, to monitor and maintain security of the premises and to facilitate the smooth running of events.

The House Management Team will manage the customer service, safety and cleanliness in all our premises each evening and during main daytime events, ensuring that they are aware of all that is planned for their shift and then helping to facilitate its smooth delivery.

The post holder, with direction from the House Shift Manager, will assist and lead teams in providing the main welcome to all members and customers and working closely with the bars, catering and event management teams, will ensure that the members and customer needs are met throughout their time in our premises.

The post is an integral part of the House Management team and will be the focus for managing our buildings during the evenings and ensuring excellent customer service and safety during any events.

**MAIN DUTIES AND RESPONSIBILITIES**

**Staff Supervision & Support**
- To ensure the House Team members provide an exceptional standard of service in all Students’ Association outlets and practice excellent standards of team work to maintain and deliver high standards of performance within their teams.
- To assist the House Shift Manager in briefing Security staff at the start of a shift on any events that are happening during the shift and ensure that relevant policies and procedures, including fire, health and safety, and customer service are adhered to at all times.
- To supervise all security team members, organising staff breaks, ensuring correct working hours are met and high standards are kept.
- To assist in any induction, training and development processes for House Team Members.
- To maintain a positive, friendly working environment.

**Standards & Service**
- To guard Students’ Association premises against unauthorised access or occupation, outbreaks of disorder or against damage.
- To assess suitability and control entry to Students’ Association premises.
To guard property against destruction or damage.
To guard individuals against assault or injury.
To prevent unlawful conduct, including acting as a deterrent to such conduct by providing a visible security presence.
To defuse potentially violent situations.
To deal effectively with verbal and physical confrontation.
To conduct searches where appropriate under the supervision of the House Manager.
To ensure the safety and comfort of all members, users and customers, and maintain the highest standards of customer service at all times.
To ensure all users are welcomed to the building, guided to the appropriate area and supported by appropriate staff if required throughout their visit.
To maintain the security of the buildings and grounds at all times ensuring the premises are vacated at the end of the evening.
To ensure that appropriate standards of behaviour are maintained on the premises by members, customers and staff.
To monitor and control activity in the close vicinity of the premises.
To maintain a calm and controlled attitude at all times.
To assist with the completion of all appropriate safety checks before any event, to maintain appropriate logs and to complete any appropriate reports relating to customer behaviour or premises maintenance or safety.

Business Development & Efficiency
- To understand the principles of people flow management and effectively deal with customer access for meetings, major events, event intervals and other pressure points.
- To monitor and control member and customer activity in the close vicinity of the premises.
- To supervise any externally provided security teams and liaise closely with those teams on queue management and managing access to the buildings.

Supporting the House Management Team
- To liaise closely with House Shift Manager, box office, catering, bars, event and technical managers to ensure the smooth running of any events in our premises.
- To liaise closely with box office, catering, bars, event and technical managers to ensure the smooth running of any events in our premises.
- To maintain systematic and positive communication within the House team to ensure the highest standards of premises maintenance, cleanliness and safety management.
- To assist in a building evacuation should the situation occur.
- To provide ongoing feedback on ways to constantly improve our standards of customer service.

KEY RELATIONSHIPS
- House Team
- House Shift Managers
- Senior House Manager
- Bars Shift Managers & Bars Teams
- Customers and Members
Other:

- The Students’ Association’s overall vision is that ‘all students at Edinburgh should have the power to shape their own future and enjoy a vibrant and cohesive student community where everyone is valued and respected’. Our staff have an essential part to play in achieving this vision. Every staff member at the Students’ Association, wherever they work, has the same responsibility.
- A commitment to the delivery of the Students’ Association’s Strategic Plan through the implementation of departmental plan activities
- A positive and respectful attitude to all Students’ Association staff, its management, the organisation as a whole, and its members, clients and partners
- To ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students’ Association as an organisation.
- Adhere to and support Students’ Association’s Ethical, Environmental and Health and Safety policies and procedures
- A commitment to training and development of self and others
- Any other appropriate duties as reasonably required by your line manager, Departmental manger or Senior Management
**PERSON SPECIFICATION**

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<tr>
<th>Job title</th>
<th>Security Team Leader</th>
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<td>Date</td>
<td>February 2019</td>
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**Person Summary:**
An enthusiastic, confident and competent Team Leader with demonstrable experience of leading staff teams to a high standard with excellent levels of service, and with a working knowledge of Health and Safety legislation and best practice guidelines relating to event management.

A customer focused, committed person with a consistently professional approach to all their duties and a considerable eye for, and attention to, detail. A person who prides themselves on their high levels of customer service and commitment to staff and customer safety.

**ESSENTIAL:**

**Knowledge and Experience:**
- Demonstrable experience within a customer-focused role
- Demonstrable experience as a door supervisor.
- Experience of managing customer flow and queues for events
- Experience of managing difficult customers in an appropriate manner
- Ability to convey information accurately to a report format
- Basic knowledge or experience of public security, health and safety theory and terminology.
- Ability to recall and relay information accurately
- Accurate observation skills with the ability to respond effectively to different situations.
- The ability to deal effectively with verbal and physical confrontation.

**Personal skills and attributes:**
- A commitment to and understanding of ongoing staff professional development.
- Excellent communication and interpersonal skills.
- Strong organisational skills and the ability to prioritise.
- The ability to demonstrate a positive, helpful and welcoming attitude to members and customers
- The ability to build and maintain good working relationships with fellow staff and members/customers and to be a positive role model as a team leader.
- The ability to maintain a mature and calm disposition
- The ability to lead and motivate staff.
- Honesty and integrity
- A willingness to learn new skills as required and undertake appropriate training.
- Smart personal appearance.
- Enthusiasm, imagination and ambition.
- Flexibility in terms of hours worked/shift patterns.
- A reasonable level of physical fitness

**Other:**
- A very positive attitude towards Edinburgh University Students’ Association and a strong desire to work for the organisation and to help to support future developments to reach consistent standards of excellence for the whole organisation.
A strong commitment to delivering a genuinely world leading student experience for our student members as well as for our customers.

A strong commitment to the values of the organisation and a desire to make a positive contribution to those values.

**DESI RABLE:**

**Knowledge and Experience**

- Working knowledge of evacuation procedures
- Working knowledge of Health and Safety issues relating to public spaces and events
- First Aid Certificate
- SIA Licence
- Knowledge of the law in relation to licensed premises
- Relevant Security Industry Authority recognised qualification in Door Supervision.
- Experience of working in a student bar environment
- Experience of working in a nightclub environment

**Shared Values:**

Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students’ Association.

- Students first
- Home from Home
- A place for all
- Power to change

**Shared Competencies:**

- Communicating effectively
- Customer Focus
- Delivering results
- Initiative & Creativity
- Leading & Developing Teams
- Teamworking

For each of the above competencies, our competency framework describes the specific behaviors you need to demonstrate in this role. Within the competency structure, this is a Level 2 position.