JOB DESCRIPTION

Job title: Security Team Member

Reports to: Security Team Leaders, House Shift Managers

Department: House

Direct Reports: N/A

Date: February 2019

JOB PURPOSE & GENERAL INFORMATION

To use a complete customer-focused approach to ensure the comfort and safety of all of 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 will provide the main welcome to all members and customers and, working closely with the Bars, Catering and Entertainments & Events 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 team and will be the focus for managing our buildings during the evenings and events.

MAIN DUTIES AND RESPONSIBILITIES

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 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.
**Human Resources**  
**JOB DESCRIPTION & PERSON SPECIFICATION**

- 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.

**Supporting the House Management Team**
- 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.
- To check tickets and identification as required

**KEY RELATIONSHIPS**
- Security Team Leaders
- 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 manager or Senior Management
PERSON SPECIFICATION

Job title: Security Team Member
Date: February 2019

Person Summary:
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:
- 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:
- 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.
- The ability to maintain a mature and calm disposition
- 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.
DESIRABLE:

Knowledge and Experience
- Working knowledge of evacuation procedures
- Demonstrable experience in a Customer-focused role
- 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

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
- Knowledge & Skills Development
- 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 1 position.