

JOB DESCRIPTION

Job Title:	Campus Patrol Officer
Grade:	Grade 2
Responsible to:	Campus Patrol Team Leader

Job Purpose:

To provide security, safety, goods in and postal services to students, staff and visitors on campus, including teaching and residential blocks, bar, refectory, grounds and all campus facilities.

Central to the ethos of FXPlus is the wellbeing of our students. It is expected that members of the team hold an awareness of student support services on campus and are able to signpost students as well as follow agreed welfare protocols.

Main Duties and Responsibilities:

1. To routinely patrol the campus and its buildings paying particular attention to areas that are identified as vulnerable using a risk assessment.
2. To be responsible for the monitoring of the CCTV equipment as required.
3. To provide an Out of Hours (Term Time Only) Security and Safety Monitoring service with the Design Centre and the LRC.
4. To issue new and replacement access control cards to staff and students as well as issuing replacement cards, altering access levels and deleting 'leavers' cards.
5. To sort, frank and deliver mail in accordance with service levels and man the Goods In Reception to ensure efficient and professional processing of parcels and packages on campus.
6. To run a key-holding service for the campus in line with appropriate FXPlus procedures and in liaison with the Campus Operations Shift Leader and, where applicable, the portering staff.
7. To secure any building following the building closure procedure in the absence of portering staff and assist in the morning unlocking and evening locking/securing of the buildings.
8. To ensure that the campus patrol vehicle is maintained to a high standard through vehicle logs, fault reporting and regular valeting.

9. To follow appropriate burglar alarm procedures for the various buildings in the event of activation.
10. To complete Incident Reports, and other similar reports as required, for any incident/accident dealt with, as well as keeping a Fire Log.
11. To follow appropriate Fire Alarm procedures and associated fire procedures including (but not exclusive to):
 - the implementation of evacuation procedures in the event of a fire in any of the campus buildings
 - assisting with fire alarm drills and evacuations
 - attending and carrying out the weekly fire alarm system checks
 - carrying out weekly checks on fire extinguishers and fire hydrants as well as monthly inspections on portable fire extinguishers and fire blankets and record the findings
 - carrying out monthly emergency lighting checks
 - carrying out daily checks of all fire escape walkways (means of escape), and operation of fire doors
 - carry out monthly inspections on fire doors, monthly refuge control point checks and Evacuation Chairs and record the findings
12. To carry out the daily cash run with a representative of the Finance team.
13. To assist with annual lighting surveys and audits.
14. To assist with monitoring the activities of contractors and checking of method statements and permits to work.
15. To promote customer relations by assisting students, staff and visitors by answering ad hoc queries and offering a courteous professional service.
16. To be conversant with the procedures relating to reports of suspect packages/vehicles, bomb alerts as detailed in the patrol emergency call out list.
17. To support the Shift Leader as part of the Emergency Response Team when on duty.
18. To provide a first line response to First Aid incidents on campus (in conjunction with other trained First Aiders).
19. To arrange the collection and disposal of found property in accordance with FXPlus practices.
20. To endeavour to prevent any criminal activity on the campus and take appropriate action where offenders are identified (within risk assessed parameters and procedures). This will include damage to buildings, sculptures, lawns and any other property.

21. To assist with the management of car parks, traffic flow and unauthorised parking throughout the campus.
22. To undertake patrols, in part to ensure that student noise levels are kept to a minimum on the campus and not affecting the nearby residential areas.
23. To maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
24. To work within the relevant legislation, policies and procedures.
25. To participate in the Annual Performance Development Review Process.
26. To actively support equality and diversity policies of Falmouth Exeter Plus.
27. To attend training courses as identified and agreed for appropriate development.
28. Working within the Health and Safety at Work Act, the postholder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.
29. Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION

Post Title: Campus Patrol Officer

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	<p>Full driving licence</p> <p>Good general standard of education</p> <p>Able to pass and willing to submit an enhanced DBS check</p> <p>First Aid certificate, or willingness to obtain</p>	<p>To be in possession of an SIA Door supervisors card or to have completed the training and have submitted an application form for registration</p> <p>IOSH Managing Safely or equivalent</p>
Experience / Knowledge	<p>Knowledge of Microsoft Office and proficiency in standards of report writing</p> <p>Experience in a front-line / customer facing role</p>	<p>Experience of a similar role</p> <p>Experience of operating CCTV equipment</p> <p>Experience of working with young adults</p>
Skills / Personal Requirements	<p>Able to exercise sound judgement and decisions, including the ability to handle confidential and sensitive information appropriately</p> <p>Flexible attitude to working hours and the introduction of new processes</p> <p>Excellent customer care and communication skills</p> <p>A good general level of fitness to include the ability to lift heavy objects and a willingness to carry out walking patrols in all weathers</p> <p>Good team worker</p>	<p>Understanding of and commitment to Health & Safety awareness</p>