

## **JOB DESCRIPTION**

<b>Job Title:</b>	Night Services Officer
<b>Grade:</b>	Grade 2
<b>Responsible to:</b>	Night Services Manager

### **Job Purpose:**

To work as part of a team delivering night services operations. The role of Night Services Officer will be managed by the Night Manager. The Night Services Officer will work alternate 4 on 4 off rotas covering 7 nights a week, 365 days per year.

The duties and responsibilities of this role will be supported by documented working practices and protocols.

### **Main Duties and Responsibilities:**

To proactively deliver service excellence across all duties and responsibilities.

To support the delivery of welfare and pastoral support across night services within established and agreed protocols, referring more complex issues to the Night Manager.

To participate in standardised foot and vehicle patrols across the Campus and for off site University Managed Accommodation as directed by the Night Manager, following agreed guidelines and procedures and paying attention to those areas that have been identified as vulnerable.

To participate in the delivery of Campus Safety and Monitoring services (including CCTV monitoring, Fire Alarm and associated Fire Procedures, Intruder Alarm Procedures, Building Closure Procedures) as directed by the Night Services/Deputy Night Services Manager and in line with agreed procedures and protocols.

To participate in the delivery of a range of Campus Access services (including Barrier Access, Salto and Key Holding) as directed by the Night Manager and in line with agreed procedures and protocols.

To participate in the completion of appropriate statutory checks, surveys and audits as directed by the Night Manager and other members of the FX Plus Management Team.

To support the consistent delivery of policies and procedure which facilitate effective communications with day time services.

To participate in the delivery of an efficient Goods In/Out/Halls postal service as required

To ensure compliance with confidentiality policies and the Data Protection Act.

Ensure company vehicles are maintained to a high standard, reporting faults promptly to management in order to arrange repairs.

Undertake risk assessments in order to determine areas of vulnerability within the residences throughout the night to ensure that controls determined by the Risk Assessments are complied with

To write Reports as appropriate on incident reports, accident/near miss reports, fire logs and share point

To assist with the monitoring of contractors. Checking of method statements and permits to work.

To be conversant in the correct procedures for the reporting of suspect packages and bomb alerts.

To act as First line responders to first aid incidents.

To arrange for the recording, collection/disposal of lost property.

To support the detection/prevention of criminal activity, theft or damage to company or student property.

To assist in the monitoring of car parking and enforcement of car parking policies.

## **General duties and responsibilities**

To work within the relevant legislation, policies and procedures.

To participate in the Annual Performance Development Review Process.

To actively support equality and diversity policies of Falmouth Exeter Plus.

To attend training courses as identified and agreed for appropriate development.

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.

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: Night Services Officer

Attributes	Essential Requirements	Desirable Requirements
<b>Education / Qualifications</b>	<p>GCSE level education including English and Maths or demonstrable literacy and numeracy ability.</p> <p>Employment is subject to a satisfactory enhanced DBS check.</p> <p>First aid certificate or ability to obtain within 6 months of appointment.</p> <p>Willing to take relevant courses to keep up with current best practice and legislative requirements.</p>	<p>Suicide Prevention training (ASIST) or Mental Health First Aid.</p> <p>Full current UK driving licence.</p>
<b>Experience / Knowledge</b>	<p>Experience of working shifts in a commercial, non-profit or public sector setting.</p> <p>Experience of working with young adults and vulnerable young adults.</p> <p>Experience of dealing with welfare related issues or difficult/ challenging situations.</p> <p>Intermediate computer skills including MS office based applications.</p>	<p>Experience working in a large scale residential accommodation setting.</p> <p>Experience of working nights/twilight shifts.</p>
<b>Skills / Personal Requirements</b>	<p>Effective communication skills and the ability to apply confidentiality and tact to situations, being diplomatic and sensitive to the needs of others.</p> <p>Ability to deal with difficult/challenging situations, effectively and calmly.</p> <p>Excellent customer service skills.</p> <p>Strong commitment to Health and Safety awareness.</p> <p>Understanding of confidentiality and data protection .</p> <p>The ability to carry out the duties of the role in respect of the physical requirements.</p>	