



Security Services Management Charter

Head of Security Services

The Head of Security Services is concerned with the strategic management of the Security Services Department and other areas such as understanding and influencing the environment, setting strategy and gaining commitment, evaluating and improving performance. In addition he/she will be involved with operational matters in support of the Security Manager, security teams, support staff and the Head of Student Services when dealing with disciplinary matters. The post holder will also be responsible for annual budgetary control.

The Head of Security Services is also responsible for the continued professional development of all staff within the Department.

Security Manager

The Security Manager is concerned with the operational management of the Security Services Department and staff, he/she will proactively identify and implement change and quality systems, deal with purchase orders, team resources and be responsible for identifying shortfalls in staff numbers. In addition the post holder will be responsible for allocating work to others and achieving specific results through the effective use of resources. The post holder will contribute to broader activities, such as change programmes and recruitment.

Senior Security Officers

The Senior Security Officers are first line managers with both general and specific areas of responsibility including responsibility for achieving specific results by effectively allocating work and resources within their teams. They are also responsible for the welfare and morale of their team members, continued professional development, including the identification of training needs, coaching and supervision of staff.

Security Supervisors Management Pledge

The Security Supervisors have agreed they will [the below are in no specific order of priority]:-

- Maintain a professional manner and conduct at all times
- Ensure they have a thorough working knowledge of –
 - IT systems used by Security Services Staff including -
 - SOP's
 - KPI's
 - Samis
 - SPi
 - PLAN access control
 - CCTV
 - IRIS
 - Oracle
- Be aware of individual team members' strengths and areas requiring development – 'right person/right job'
- Be approachable
- Act as a mentor to all staff within the team
- Be inspirational and encourage staff
- Deal with discipline matters appropriately
- Ensure they communicate well in writing, verbally and by positive listening
- Identify the training requirements of staff and arrange the appropriate training
- Positively motivate staff
- Welcome, acknowledge and reward effort, positive ideas and contributions
- Demonstrate integrity, fairness and be even handed
- Display loyalty to –
 - The University
 - Security Services
 - Staff
- Be a good judge of character and attitude and deal with persons accordingly
- Lead by positive example
- Ensure they are conscious of welfare and support needs of staff
- Be honest
- Complete tasks in a timely manner
- Monitor their own needs
- Have a strong character to deal with conflict situations
- Delegate responsibility to allow training, development and team building
- Build self esteem