

Job Description

Job Title	Casual Relief Security Officer
Salary Scale	£13.75 per hour including holiday pay (days)* £16.51 per hour including holiday pay (nights)*
Responsible To	Head of Estates and Facilities
Responsible For	N/A
Number in Post	3
Date Drafted	October 2025

Job Purpose

To carry out proactive security and reception duties as directed by the Head of Estates with a view to maintaining a welcoming, safe and secure environment for staff, students and visitors and protecting our buildings, property and facilities.

Major Tasks

1. Carries out security duties, including monitoring CCTV and managing the fire and security panels.
2. Carries out reception/welcoming duties in the absence of the Receptionist.
3. Carries out registered First Aider duties.
4. Always maintains professional standards.

Job Activities

Major Task 1: Security

1. Carries out security duties as directed by the Head of Estates, including the opening and locking of buildings, rooms and windows and the operation of alarm and security systems, including testing.
2. Patrols buildings, grounds and corridors at regular intervals determined by the Head of Estates, reporting any damage, defects or potential/actual breaches of security in accordance with laid down procedures including:
 - Floods, leaks, running taps, naked flames.
 - Unauthorised or careless use of equipment.
 - Unauthorised use of our facilities.
 - Fire doors wedged open.
 - Switching off lights left on when rooms not in use.
3. Remains vigilant at all times in identifying potential intruders.
4. Operates the digital CCTV system, paying due account to our CCTV Code of Practice and the Data Protection Act.
5. Operates the computerised door access system.
6. Issues door passes for room bookings, as required.
7. Completes written forms and entries in logs to an acceptable standard.
8. Monitors LIPA car parks, checking that vehicles parked on it are authorised to do so. Regulates (when necessary) the movement of vehicles and reports unauthorised parking to the appropriate department.
9. Assists with fire evacuation procedures during drills and real incidents.
10. Displays a comprehensive understanding of fire alarm procedures.
11. Accepts, and keeps secure, items of lost property in accordance with procedures approved by Finance.
12. Provides first response to emergency situations including liaison with external emergency services in accordance with laid down procedures.
13. Checks the correct functioning of fridges and freezers in all kitchens/catering facilities at weekends and outside of term time, reporting any malfunctions immediately if necessary.
14. Carries out scheduled weekly fire point tests across LIPA buildings, documenting the results in the fire logbook.

15. Responds to alarms (fire, intruder, lifts, disabled toilets).
16. Disables and enables fire alarm system as directed by the Head of Estates.
17. Resets fire alarm panel after activation of fire alarm/voice evacuation system.
18. Completes fire evacuation pro-forma following every fire alarm activation.
19. Ensures our smoking policies are adhered to.
20. Distributes post as required.
21. Operates radio communications equipment effectively.

Major Task 2: Reception

In liaison with, in conjunction with (at peak periods) or in the absence of the Receptionist:

1. Welcomes visitors to LIPA and assists them in locating other staff or areas of the building.
2. Operates the visitor management system.
3. Ensures contractors sign in and out.
4. Passes on any messages promptly.
5. Gives information to callers either verbally or paper based.
6. Delivers practical, helpful, friendly advice and information to staff, students, and visitors.
7. Takes delivery of small items – deals with all deliveries out of hours.
8. Takes responsibility for cleanliness and tidiness of workspace and adjacent areas.
9. Assists with the delivery of small packages to staff offices at appropriate times.

Major Task 3: First Aider Duties

1. Acts as one of our registered First Aiders, providing first aid treatment to visitors, staff and students across LIPA, if necessary, as and when required.
2. Keeps up to date with First Aid at Work qualification certificates.
3. Completes accident and hazard report forms as appropriate.

Major Task 4: Professional Standards

1. Contributes to the effective working of the Security Team.

2. Works within a given set of standards and complies with reasonable directions from supervisors and managers.
3. Remains courteous and professional in public facing role.
4. Displays initiative and direction in a crisis.
5. Maintains a good standard of appearance and wears LIPA security uniform.
6. Wears People safe device when working alone.
7. Demonstrates awareness of ways that own actions affect team objectives and other team members.
8. Actively communicates at shift changeovers, including handover of keys, confirmation of staff on shift, contractors on site, verification of isolated alarms, run-through of incident occurrences from previous shift, confirmation of any insecure doors, outstanding faults/damage that needs reporting and any matters pertaining to the smooth effective running of the shift.
9. Work flexibly including contributing to work projects of a general nature.
10. Carry out duties at all times with due regard to Data Protection/confidentiality, Equal Opportunities, Health and Safety and other policies as agreed and revised from time to time.

Notes:

The particular duties and responsibilities attached to posts are of necessity in many cases somewhat difficult of detailed definition and may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

Location:

The job is initially located on our main site. However, it may be that from time to time the post holder will be required to work on different duties, or in any other jobs, within his / her competence, such jobs being in his / her present or any other location as may be deemed appropriate. In all cases regard will be paid to the qualifications, experience, current duties and responsibilities and personal circumstances of the post holder.

Hours:

As required to cover holidays, sickness, and ad hoc absences. Ideally, you should be available to work, day and night shifts.

Person Specification – Casual Relief Security Officer

		To be identified by:
Education and Qualifications:		
No formal qualifications are required.		
SIA Licence (front line) – door supervision or security guard.	Desirable	Application Form/Qualification Certificates
First Aid at Work Training/Certificate.	Desirable	Application Form/Qualification Certificates
Experience / Knowledge:		
Experience as a caretaker or security person.	Desirable	Application Form/ References
Skills and Ability:		
Ability to work 12-hour shifts.	Essential	Application Form/Interview
Ability to pass SIA training and obtain certification.	Essential	Interview
Ability to pass first aid at work training and obtain certification.	Essential	Interview
Ability to use initiative and remain vigilant at all times.	Essential	Application Form/Interview
Organised and methodical approach to work.	Essential	Application Form/Interview
Mature outlook and able to deal with conflict in a reasonable manner.	Essential	Application Form/Interview

Ability to obtain or provide enhanced DBS clearance, satisfactory to LIPA.	Essential	Interview/DBS disclosure
Computer literacy (mainly using e-mails for Outlook and door access systems).	Essential	Application Form/Interview
Excellent interpersonal skills.	Essential	Application Form/Interview
Knowledge of digital CCTV systems.	Desirable	Application Form/Interview
Knowledge of door access systems.	Desirable	Application Form/Interview
Be able to create a good first impression to visitors and service users.	Essential	Interview
Commitment:		
To our Equality and Diversity policies and practice.	Essential	Application Form/Interview
To the provision of a high level of service to our customers.	Essential	Application Form/Interview
To be client-oriented and team approach to service delivery.	Essential	Application Form/Interview