

Campus Officer & CCTV Operator

This Job Description sets out the organisational position, reporting lines, key accountabilities and relationships.

POST OUTLINE:

The purpose of this role is to:

- Be part of the East Surrey College Facilities team, working to enforce a safe, orderly culture within a caring, disciplined and supportive environment
- Be part of the East Surrey College Facilities team promoting a disciplined and orderly culture among the students, using clear and concise communication and being part of a team to ensure the creation of a safe, diverse, caring, disciplined and supportive environment.
- Provide a visible presence and vigilance that supports students, staff and visitor safeguarding and welfare.

Post Reports To: Head of Estates (College Group)

Key Accountabilities:

Campus Officer

- Maintain high visibility, perform routine patrols of the buildings and grounds of Gatton Point North and Gatton Point South.
- Be available at College entrances at key times of the day as directed, to welcome students in and out of the College as well as being present to support the Duty Manager at lunchtimes.
- To prevent unauthorised access into the building by completing a 100% ID check.
- Develop and maintain positive relationships with students by building a strong, approachable and professional rapport, in order to identify key issues relevant to them and then refer to the appropriate College services for support as required.
- Direct, encourage, motivate and support students who may present challenging behaviours, to ensure a responsive, focussed and respectful environment, which has a positive effect on student behaviour, engagement and attendance.
- Assist all staff ensure compliance of the student disciplinary process and manage all incidents which occur on College premises, in conjunction with the Premises Supervisor and Head of Facilities contacting external services for support if deemed a requirement (eg Police, Ambulance, Fire).
- Ensure timely reporting of any incidents quickly and accurately as per College process.
- Work in ways which promote equality of opportunity, participation and responsibility with young people to safeguard their welfare, taking positive actions to safeguard them and following related policies and procedures including safeguarding including Prevent.
- Represent the College in a professional manner, with the requirement to wear a uniform provided by the College which will be your own responsibility to keep in a clean and tidy condition.
- Provide cover, where required, to the Facilities team.
- Represent the College as a Fire Warden and First Aider.
- Carry out relevant day to day administration as directed by the Premises Supervisor or Head of Estates (College Group) in support of the smooth running of the campus service

and dealing with communication as required (face to face, telephone, web-based and written correspondence).

CCTV Operator

- Operational responsibility of the CCTV to ensure the efficient working of the control room.
- Ensuring that all work is undertaken in compliance with the operating procedures, current legislation and the codes of practice and in-line with the site Assignment Instructions (AI's)
- Ensure that the control room and all equipment is maintained satisfactorily at all times by ensuring cameras are checked regularly and faults are reported in a timely manner.
- Ensure the accurate recording of all events and actions monitored from within the control room. Including the maintenance of daily logs.
- Ensure ESC Code of Practice is followed at all times.
- Maintain close links with the Community Police Support Officer as directed through the Head of Estates and Premises Supervisor in order to communicate relevant information / intelligence.
- To ensure any complaints in the first instance are referred to the appropriate member of the management team and if concerning any local residential issues, then this must be directed to the Premises Supervisor copying in the Head of Estates

Personal Competencies (Accountable at Level (1) – please refer to ESC Competency Framework):

Core Competencies

- Valuing Equality and Diversity
- Working with People; Team Working, Communication
- Results Focus; Drive to Achieve Excellence, Technical Skills & Professionalism
- Focus on Delivery; Organisational Awareness, Customer/Student Focus
- Self Motivation; Adaptability & Flexibility, Accountability

Key Relationships:

The postholder will need to form effective and co-operative working relationships, in particular with:

- Chief Operating Officer
- Head of Estates (College Group)
- Premises Supervisor
- Facilities Team
- Reception Supervisor & Receptionists (Gatton Point North & Gatton Point South)
- Client Services & Safeguarding Team
- Curriculum Management teams and Course Leaders
- Duty Managers
- All College managers and staff
- Students (removed Parents if required)
- Visitors and persons on site

Expectations of the Post Holder:

The post holder will undertake assigned responsibilities effectively and efficiently, and within regulatory and legislative requirements; achieve individual and departmental targets within the College's annual planning and staff performance review processes and budgetary constraints and:

1. Actively promote equality and diversity, recognising and actively challenging stereotyping, prejudice and discrimination, ensuring that these principles permeate all working practices. All staff are required to undertake mandatory Equality & Diversity Training.
2. Adhere to and actively promote the College's Safeguarding policy and procedures, and undertake mandatory Safeguarding and Prevent Training.
3. Adhere to and actively promote the College's Data Protection policy and procedures, and undertake the mandatory Data Protection Training.
4. Ensure effective quality control and continuous improvement in all aspects of this post, in keeping with the College's existing and developing quality assurance systems.

5. Be committed to professional self-development, through participation in the College continuing professional development programme which includes industry based work shadowing, attending seminars, College conference days and training events appropriate to the job role.
6. Comply with and promote College Health and Safety policies and procedures and to undertake mandatory Health and Safety training as and when necessary.
7. Undertake such other duties as required, commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the College.
8. Support cross college events such as Open Evenings and Enrolment sessions when required
9. Adhere to all College procedures as detailed in the Employee Handbook
10. At all times seek to serve the best interests of the College
11. To provide cover for colleagues during periods of holiday or sickness absence

NB: This job description outlines a range of main duties. It is not exhaustive and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

DRAFT

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The following is a list of skills, experience and qualities that we might expect to find in the successful applicant for this post:

QUALIFICATIONS

Highlights the qualifications expected of jobholder

East Surrey College is committed to supporting all staff in obtaining Level 2 Maths and English, if this has not already been achieved.

Criterion	Essential	Desirable
Maths & English GCSE / Level 2 equivalent (or willing to obtain)	✓	
Safeguarding Children & Vulnerable Adults Level 2 (or willing to obtain)	✓	
Security/Policing related qualifications would be beneficial		✓
First Aid at Work Certificate (or willing to obtain)	✓	

KNOWLEDGE & EXPERIENCE

Highlights the knowledge and experience required by the jobholder of specific processes, procedures and technical requirements

Criterion	Essential	Desirable
Experience in a profession involving the direct enforcement of rules, regulations, policies or laws, eg Police, Armed Forces	✓	
Significant experience in a customer facing role, dealing with challenging situations and professionally diffusing and resolving conflict	✓	
Experience of working in an educational organisation, ideally within Further Education		✓
Experience of working with young people, particularly with students aged 14+ years		✓
Excellent written and verbal command of the English Language with proven experience of building productive relationships with staff and customers, at all levels	✓	
Knowledge of Security & Health and Safety legislation / regulations	✓	
Knowledge and understanding of Safeguarding considerations and the impact of these on facilities, security and site management	✓	
Good IT skills including Microsoft Word and Excel, and experience of using online systems and databases	✓	
Previous experience using CCTV systems and managing these appropriately, in line with GDPR (and other security systems and devices)		✓
Proven ability to write concise coherent reports, communicate effectively, translate CCTV data.	✓	
Fire warden training and having had this responsibility in a previous organisation		✓

COMPETENCIES – refer to ESC Competency Framework and Job Description

Specific personal skills and behaviours required of the jobholder

Criterion	Level Expected
Valuing Equality and Diversity	1
Working with People (Team Working, Communication)	1
Results Focus (Drive to Achieve Excellence, Technical Skills & Professionalism)	1
Focus on Delivery (Customer/Student Focus, Organisational Awareness)	1
Self Motivation (Adaptability & Flexibility, Accountability)	1