

JOB DESCRIPTION

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| Post: | Client Care Officer |
| Reports to: | Client Care & Security Manager |
| Salary: | <i>£29,167 (£26,143 incl LW + Night Shift Allowance £3,024)</i> |
| Hours of work: | The hours of work for this post are 35 per week, Monday to Friday, across a shift system between 06:00 to 22:00 as well as Saturday rotas. You may also be requested to work additional hours, Monday to Friday; and/or to work on a Saturday or a Sunday. |

Purpose and scope of job role

- 1.1 To maintain a safe, secure, and welcoming environment for all students, staff, and visitors as part of the Client Care team across both campuses.
- 1.2 To be an active member of the College's First Aid team.
- 1.3 To be an active member of the wider IT & Estates service in order to deliver first class services to all stakeholder and respond effectively to feedback.

Main Tasks and Responsibilities:

- 2.1 To promote and reinforce appropriate behaviour and standards for College students, staff and visitors while maintaining a high-profile presence within social and public areas.
- 2.2 Take immediate and suitable action when incidents occur on site following all safeguarding and security protocols.
- 2.3 To carry out daily security & safeguarding patrols as well as perimeter and car park checks as designated by the Client Care & Security Manager.
- 2.4 To ensure the buildings are unlocked and secured in liaison with the site Estates teams and as part the duties of each allocated site rota and campus.
- 2.5 To provide first aid cover at both campuses as part of the First Aid team liaising with the Health & Safety Advisor as necessary and undertaking all necessary training.

- 2.6 To ensure all incident reports, security logs and documentation are completed to expected high standards.
- 2.7 To ensure appropriate procedures are maintained for all CCTV and access controls including the issue and management of all ID and visitors passes.
- 2.8 To carry out security screening and any subsequent searches within strict procedures as directed by the Client Care and Security Manager.
- 2.9 To assist with Police, Emergency Services, providers of security and fire alarm equipment and local businesses as appropriate and directed.
- 2.10 To assist, as requested, with student misconduct and safeguarding procedures undertaking administrative duties as required.
- 2.11 To respond to emergency procedures to ensure safe evacuation or lockdown in the event of fire or other emergency situation in accordance with College procedures and training.
- 2.12 To act as a key holder for each campus and respond to out of hours calls for Alarm and Fire Monitoring stations for all College buildings as per allocated rotas.
- 2.13 To cover College Reception Desks as necessary and when instructed to ensure appropriate cover and procedures are maintained.
- 2.14 To assist with any required cash-in transit between various departments and external banking agencies as instructed.
- 2.15 To assist with premises and maintenance duties as required, especially in College recess periods and College events.

General

The post holder will:

- Actively promote the values of the College: learner focus, responsibility, integrity, collaboration and respect.
- Actively promote equality and diversity, recognising and challenging stereotyping, prejudice and discrimination.
- To role model our FREDIE principles and behaviours (Fairness, Respect, Equality, Diversity, Inclusion and Engagement).
- Ensure effective quality control and continuous improvement in all aspects of work and engage in whole college quality improvement efforts.
- Be committed to professional development, through participation in the College continuing professional development programme which includes commercial upskilling, staff learning days and training events appropriate to the job role.

- Develop effective relationships with internal and external stakeholders and partners as appropriate to the role.
- Comply with and promote College Safeguarding, Prevent, Data Protection and Health and Safety policies and procedures and undertake recommended training as and when necessary.
- Identify and manage risk effectively.
- 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.
- Support cross college events such as Open Evenings and Enrolment sessions when required.
- Adhere to and ensure compliance with all College Policies and Procedures and as detailed in the Staff Handbook.
- At all times seek to serve the best interests of the College and learners.
- 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.

PERSON SPECIFICATION – Client Care Officer

The successful candidate will have many, if not most, of the following:

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| Qualifications | <ol style="list-style-type: none"> 1. A recognised security qualification, e.g. SIA Licence or equivalent 2. First Aid Qualification or willingness to obtain a qualification | |
| Experience | <ol style="list-style-type: none"> 3. Experience of working in an educational or similar environment in a security role 4. Experience of working effectively in a team in order to support the organisation 5. Experience in dealing effectively with challenging behaviour 6. Experience in working effectively with young people and staff to develop positive and appropriate behaviour and mutual respect 7. Experience of working within a culturally diverse environment 8. Good working knowledge of: <ul style="list-style-type: none"> • CCTV Systems • alarm systems • radio transmission • Firefighting equipment | |
| Aptitude and Skills | <ol style="list-style-type: none"> 9. Excellent interpersonal and communication skills 10. Ability to work supportively with colleagues as part of a team and be able to work on own initiative 11. Assertive manner, tempered by tact and politeness, when dealing with students, staff and members of the public 12. Ability to react in a calm, reasoned manner to emergency situations | |

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| | <p>13. Ability to command respect from students/ staff and members of the public</p> <p>14. Ability to convey instructions clearly and accurately</p> <p>15. Ability to clearly report incidents, and follow up reports</p> <p>16. Willingness to assist in all areas of IT & Estates work as directed</p> <p>17. Sound understanding and proven commitment to Safeguarding, Equality and Diversity, and Health and Safety</p> <p>18. Clean UK Driving Licence is highly desirable</p> | |
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July 24