SIA Licensed Security Operative – Job Description

SU PURPOSE:	To represent, support and enhance the lives of University of Sheffield students.
DEPARTMENT:	Security
DEPT PURPOSE:	To help the Students' Union achieve its goals through the provision of space that inspires in a building that is safe and comfortable for all users with facilities that support a wide variety of activities; operational, commercial and student-led.
JOB TITLE:	SIA Licensed Security Operative
REPORTING TO:	Security Manager
DIRECT REPORTS:	None

PURPOSE OF ROLE:	To provide a friendly but firm security presence in order to guarantee the safety and well-being of our customers and staff, enhancing their experience of our venues by promoting a crime and trouble-free environment.
IN PARTICULAR:	**1.** Ensuring entry policies and procedures are enforced, vetting customers, validating both ID and tickets
	2. Working as a SIA security operative within the premises, ensuring the safety and security of the premises and its service users.
	3. General duties as required.

	MAIN RESPONSIBILITIES	**KEY RESULT AREAS**
1.	Working as a SIA Security Operative	
	a) To manage entry and exit into and from the premises and/or sections of the premises, ensuring venue capacities are not exceeded	· Venues operate within legal requirements. · Unauthorised individuals are refused entry
	b) To check membership cards, ensure proper registration of guests and manage all access points to the premises	· SU policies regarding entry to the premises are enforced
	c) To conduct safety checks and searches as directed by the Security Supervisor	· Reduction in accidents · Reduction in prohibited items entering the premises
	d) To provide security for front-of-house, stage areas during events, artists or bands, and to monitor and control any guest list on the doors	· Crime and trouble-free environment
	e) To be available to attend both initial training sessions and subsequent update sessions. Update sessions will consist of informal discussions together with ongoing evaluation, emphasising customer care and service.	· SIA and licensing authority compliance · SEED (customer service) principles upheld. · Minimal complaints received

	f) To be available for work on either Friday or Saturday evenings/nights, during term-time.	· Events fully staffed by in house employees
	g) To work in compliance with the SU's Staff Handbook, Health & Safety Code of Practice, and relevant legislation covering licensing, fire regulations, etc.	· Safe working environment
	h) To be physically able to apply Security Industry Authority approved physical intervention techniques	· Minimal complaints received. · Safer working environment
2.	**General Duties**	
	a) Maximise the potential of effective internal communication.	· Appropriate channels and targeted messaging is used to engage with a variety of audiences.
	b) Contribute to the positive image of SSU with students, University, other stakeholders and staff.	· High satisfaction responses to surveys, NPS, awards etc.
	c) Ensuring a full effective service is provided at all times; provide cover as necessary.	· Maximum availability of services. · Embrace the culture of SSU and its values.
	d) Ensure personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.	· Evidence of attendance at training events, seminars, conferences etc. · Embrace change and development in a positive manner.
	e) Is committed to promoting equality, diversity and inclusion, health & safety and sustainability issues.	· Evidence of embracing these areas in a positive manner.
	f) Such other duties as may be reasonably prescribed by SSU, appropriate to the grade and responsibilities of this post.	· Embrace all opportunities in a positive manner. · Willing to use new methods and approaches. · Enthusiastic towards changing circumstances. · Staff behaviours are demonstrated.

Staff Behaviours

The following behaviours have been developed in line with our organisational strategy for staff to aspire to, and be measured against, as part of their annual performance review and ongoing development:

- Delivers service excellence
- Communicates effectively and works as a collaborative team
- Builds strong working relationships
- Demonstrates social responsibility, recognises ethical and environmental working and complies with legal requirements
- Creates and maintains a 'can do' culture
- Demonstrates financial awareness and optimises the use of resources
- Demonstrates creativity and innovation
- Demonstrates effective decision-making and problem-solving

PERSON SPECIFICATION

Sheffield Students' Union

KEY: **A =** Application Form; **I =** Interview; **R =** References; **X** = Exercise; **E =** Essential; **D =** Desirable

	CRITERIA	E / D	Assessed Via
General Skills:	Ability to work confidently under pressure, during emergency situations	E	
	Good communication skills being both assertive, tactful and diplomatic	E	
	Ability to work, both on your own and as part of the team	E	
	Ability to follow instructions	E	
	Understands student led environment	D	
Experience:	Have experience of working as SIA licensed door supervisor or similar	E	
	Worked in a multi-venue security environment	D	
	Have experience of managing conflict	D	
Attitude:	Commitment to work in line with our Staff Behaviours and in line with our Service Excellence standards (SEED).	E	
	Is willing to work flexibly.	E	
	Displays a positive 'can do' attitude.	E	
	Commitment to work in line with our Staff Behaviours , Management and leadership framework (SHAPE) and in line with our Service Excellence standards (SEED).	E	
	Is able to embrace change, encourage flexibility within the team and is realistic in their approach to work.	E	
Qualifications / Training:	Must hold a current and valid SIA Door Supervisor licence	E	
	Must hold (or be prepared to undertake training) a HSE approved first aid a work certificate	E	
	Customer service qualification	D	
	Be prepared to undertake any further training as is required for the position	E	
	Basic computer knowledge	D	
	Manual handling qualification	D	