

SECURITY COMPLIANCE MANAGER

Security Team, Estates and
Facilities Directorate

SC5046

CANDIDATE BROCHURE



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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Davey Whales, Head of Security, via d.whales@uea.ac.uk

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



THE ROLE

Working Monday to Friday and reporting to the Head of Security, the Security Compliance Manager is responsible for providing a safe and secure environment for all third-party clients, both on and off campus. They will ensure compliance with agreed Service Level Agreements while meeting financial, legal, and policy requirements.

In the event of staff shortages, occasional shift coverage may be required, along with representing the security division in the absence of the Head of Security.

The Security Compliance Manager will develop, review, and assess Training, Standard Operating Procedures, risk assessments, and KPIs for all Security areas. They will monitor and report progress to the Head Of Department, working closely with key stakeholders to ensure compliance while identifying and addressing any operational concerns.

KEY RESPONSIBILITIES

- Oversee the operational management of the university's third-party client security services, ensuring they are well-integrated, efficient, cost-effective, and proactive.
- Identify risks affecting Campus, third-party clients and their communities through effective internal and external collaboration, escalating issues to the Head of Security as needed.
- Support the delivery and implementation of Business Continuity, Risk Management, and Crisis Management programs for third-party clients.
- Conduct confidential investigations and report incidents that may require criminal, civil, or disciplinary action.
- Liaise and communicate with stakeholders at all levels within the university and external agencies, including police and emergency services.
- Ensure health and safety compliance related to the Security Service.
- Monitor adherence to internal policies and procedures, including financial regulations, Estates Department professional standards, GDPR, standard operating procedures, data protection, and environmental policies.
- Carry out additional duties as required, aligned with the grade of this post, as directed by the Head of Security.
- Manage security-specific IT systems, ensuring staff are properly trained, and systems remain up-to-date and fit for purpose through coordination with relevant support departments.
- Develop and track key performance indicators (KPIs) for third-party contracts, reporting progress to the Head of Security.
- Lead by example, ensuring third-party security operations align with service level agreements, client expectations, and university policies.
- Maintain high standards of customer service and regularly assess service quality.
- Oversee training, induction, and development programs for third-party security teams and monitor compliance within the Campus Team.
- Identify, review, and prepare risk assessments and standard operating procedures in compliance with legal requirements, third-party needs, and university policies.
- Conduct appraisals, manage sickness within client contracts, and address performance concerns in accordance with client and university policies and procedures.

THE ROLE (CONTINUED)

- Foster a positive work culture, promoting high morale and a customer-focused service approach.
- Ensure staff maintain a professional appearance and serve as a role model.
- Actively participate in the recruitment and selection process
- Review and improve procurement of goods with a focus on sustainability and cost-efficiency

GENERAL

- There will be a requirement for all staff to be flexible in undertaking additional or alternative duties commensurate with the grade.
- Contribute to the continuous development and implementation of The Security Service.
- Positively support and promote the Client and University's Values
- Abide by all Client and University Regulations and Policies relevant to the role.
- The postholder is always bound to observe the strict rules of confidentiality applicable to work in The Security Service
- Providing both appreciative and developmental feedback to create a culture of improvement and growth.
- Engage team members in meaningful performance, development, career and wellbeing conversations.
- Provide an engaging PDR for each team member.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Minimum of five passes at GCSE or equivalent at Grades A-C including Mathematics and English, or equivalent experience (E)
- Recent experience in a management position (E)
- Previous involvement in responding to and managing emergencies and major incidents (E)
- Experience of full operational control within a team (E)
- Health and Safety qualification or relevant experience (E)
- SIA Door supervision of Static Guarding Licence (E)
- SIA CCTV PSS Licence (D)
- Experience of budgetary management (E)
- Experience of implementing a strategic departmental project (E)
- Experience of current Mental Health First Aid practises (E)
- Experience in managing contracts (D)

SKILLS AND KNOWLEDGE

- Ability to work in a proactive and results driven manner (E)
- Strong organisational skills: ability to plan and manage own workload and well as influence others to overcome obstacles and meet objectives and deadlines (E)
- Demonstrable administrative and prioritisation skills with the ability to manage a varied workload in a high paced environment (E)
- Meticulous with strong attention to detail (E)
- Excellent interpersonal skills: ability to quickly establish and maintain good working relationships at all levels (E)
- Strong verbal and written communication skills (E)
- Experienced user of Microsoft Outlook, Word and Excel and the ability to produce concise reports (E)
- Excellent customer care skills (E)
- Understanding of HR and other work-based legislation and regulation (E)
- Working knowledge of the General Data Protection Regulations (GDPR) (E)

PERSONAL ATTRIBUTES

- Demonstrate UEA's Values and behaviours in day-to-day work and support a team culture that reflects them (E)
- Willingness to change and develop work practices (E)
- Proactive and self-motivated and willing to take ownership of tasks without close supervision (E)
- Confident, articulate and credible (E)
- Able to maintain confidentiality (E)
- Ability to deal calmly and effectively with conflicting priorities (E)
- Able to inspire confidence across the University and provide supportive leadership to the team (E)
- Ability to provide both appreciative and developmental feedback to create a culture of improvement and growth (E)
- Ability to engage team members in meaningful performance, development, career and wellbeing conversations (E)
- Ability to provide an engaging PDR for each team member (E)
- As part of a team operating on a 24/7 basis, it is expected that the post holder will have some flexibility within their working hours to attend relevant meetings if necessary to do so (E)

THE PERSON (CONTINUED)

- This post is exempt from the Rehabilitation of Offenders Act 1974. Appointment will be subject to a criminal record check at Enhanced level from the Disclosure and Barring Service, including a check of the Child and Vulnerable Adult Barred Lists. It is an offence to apply for this role if you are barred from engaging in regulated activity relevant to children or vulnerable adults (E)
- Full valid clean UK driving licence
(Reasonable adjustments will be considered in line with the Equality Act 2010) (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FULL SECURITY SCREENING

This appointment will be subject to the satisfactory completion of 'full' security screening in accordance with British Standard 7858, no later than 12 weeks after your conditional employment has commenced.

Applicants will be contacted directly by our chosen provider for security screening services: **Bardwood**.

The following must be undertaken satisfactorily before an offer of conditional employment is made:

Preliminary checks:

- Providing your personal details via the UEA Security application form.
- Providing details of your education, employment, unemployment, self-employment and gaps in employment for a minimum period of five years immediately prior to the date of your application.
- Providing the name of one referee from whom a written character reference can be obtained.
- Providing details of all cautions,

convictions or criminal offences, including motor offences and pending actions, subject to the provisions of the Rehabilitation of Offenders Act. (1974).

- Providing details of any bankruptcy proceedings, court judgements and financial judgements in the civil court made against you, and individual voluntary arrangements with creditors, from the previous six years.
- Your statutory declaration that you consent to being screened and will provide information as required, that the information you provide will be correct and that you understand that any false statements or omissions could lead to withdrawal of an employment offer or termination of employment.
- Confirmation of identity including verification of documents.
- Confirmation of current address of residence (in accordance with guidance on the SIA website).
- Obtaining details of your public financial information through a credit reference agency.

Limited security screening:

- Confirmation of a continuous record of career and history for a minimum period of three years immediately prior to the date of application.
- Receipt of a satisfactory character reference, covering a minimum period of two years immediately prior to the date of application.

Once a conditional offer of employment has been made, the University will undertake the 'full' screening process which will include verification of the information gathered as part of the 'preliminary checks' and 'limited security screening', as well as verification of the details of your education, employment, unemployment, self-employment and gaps in employment for a minimum period of five years immediately prior to the date of your application.

FURTHER INFORMATION

The post is available immediately on an indefinite full-time basis.

Salary will be £31,236 to £37,694 per annum on Grade 6 on the single salary spine.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals.

If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the Skilled Worker route if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact staff.visacompliance@uea.ac.uk

The post is superannuable under the Group Personal Pension and there is an annual leave entitlement of 25 days plus statutory (8 days) and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment and a criminal record check at Enhanced level from the Disclosure and Barring Service (which you will be required to pay for). For roles based within an Educational setting, Enhanced checks will be carried out every 3 years at the cost of the University. It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children and/or vulnerable adults.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

[uea.ac.uk/about/working-at-uea](https://www.uea.ac.uk/about/working-at-uea).

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **27 September 2026**.

It is anticipated that interviews will take place on **8 and/or 9 October 2026** and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.

ABOUT THE DIRECTORATE

The Estates and Facilities Directorate is responsible for the buildings and grounds that make up our campus and ensures the smooth running of the facilities that underpin teaching, learning and research activities. We strive to maintain a sustainable, safe and well-maintained campus for all our staff, students, researchers and visitors.

Our teams provide a 365 days of the year, 24 hour service to our campus community. We maintain the fabric of existing buildings (both residential and academic), manage 360 acres of grounds with rich biodiversity, deliver projects for the refurbishment of existing buildings and construction of new buildings, and provide services including car parking and waste collection. We are also responsible for the continual development of the campus, ensuring that the built estate meets UEA's business needs. There isn't an aspect of university life that we do not support and UEA relies upon the Directorate to enable everything that it does.

The Directorate is made up of several interconnected teams: Building

Management Systems, Business Systems, Cleaning, Customer Liaison, Engineering, Grounds, Life Cycle Maintenance, Maintenance, Post & Portering, Projects, Security, Space Management, Sustainability and Transport. As well as working together, we work closely with other areas of UEA.

As a Directorate we work towards continuous improvement, in the services we deliver and in the opportunities we provide to the members of our team for professional and personal development. All our jobs are customer facing to some degree.





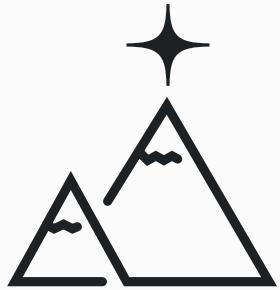
OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT

OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

Leadership Framework

Leading Self (Take action)

Role model the values
Act with integrity
Own your actions

The leadership practice of leading yourself means role modelling the UEA values, acting with integrity in everything you do and taking responsibility for your actions.

Leading Self involves being accountable for your professional development; that may include development that supports you with performance in your current role or looks at developing skills that prepare you for future opportunities.

Leadership approach – Values Based



Leading Others (Inspire the team)

Engage the team
Empower, coach and develop
Create a feedback culture

The leadership practice of leading others means, inspiring, engaging and motivating other individuals (or a team) to work cohesively and to perform well.

Leading Others involves being accountable for the direction, development, encouragement, support and performance of other people. This may mean you are responsible for leading others through developmental and/or transitional change.

Leadership approach – Developmental



Leading The University (Imagine future success)

Drive strategic development
Be bold
Review and evaluate progress

The leadership practice of leading the university means imagining sustainable future successes for the university and translating that vision into strategic objectives and goals that teams can work collaboratively on delivering.

Leading The University involves being accountable for the strategic direction and development. It requires a clear vision, direction and bold decision making. You may be responsible for leading the University through systemic or transformative change which will involve robust review and evaluation processes.

Leadership approach - Adaptive



ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the 'three pillars' of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and 'eco' products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on X [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office) and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930s parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover.

Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked 26th in the UK (Complete University Guide 2026) and is in the UK Top 25 for research quality (Times Higher Education Rankings 2026) reflecting the international excellence of its research environment. We are in the World Top 60 (QS World Rankings for Sustainability 2025) and the World Top 9th for reduced inequalities (Times Higher Education Impact Rankings 2026). The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we hold an Athena SWAN Silver Institutional Award (since 2019) in recognition of our advancement towards gender equality for all. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

