University of East Anglia Norwich

LIBRARY SECURITY OFFICER

Security Team, Estates and Facilities Directorate

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CANDIDATE BROCHURE



CONTENTS

3 What makes UEA so special?
5 The Role
7 The Person
9 Further Information including How to Apply
10 About the Directorate
11 Our Values
13 Leadership Framework
14 Accolades
15 A Sustainable University
16 Our Campus
17 Norwich - City of Stories
18 Location



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 William Ghrairi, Security Compliance Manager, via w.ghrairi@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

Reporting to: **Security Compliance Manager**

Responsible for: **N/a**

To provide a professional, proactive and customer-focused security service within the University Library, ensuring a safe, secure and welcoming environment for staff, students and visitors.

As part of the wider Campus Security Team, the postholder will take responsibility for identifying, assessing and resolving security, safety and welfare issues, using sound judgement and initiative to manage incidents, minimise risk and support the effective operation of the Library on a 24/7 basis.

KEY RESPONSIBILITIES

SERVICE DELIVERY

- Deliver a professional overnight security and reception service within the University Library, providing information, assistance and support to staff, students and visitors.
- Act as the first point of contact for security, safety and welfare concerns, taking ownership of issues and ensuring they are resolved or appropriately managed.
- Respond to incidents involving library users, contractors and visitors, assessing the situation and determining the most appropriate course of action.
- Conduct regular patrols and inspections of the Library, identifying security, safety, maintenance and welfare concerns and taking corrective action where appropriate.
- Monitor occupancy levels, building use and access arrangements, responding to issues that may affect safety, security or the user experience.
- Manage and resolve noise complaints, inappropriate behaviour and low-level conflict using effective communication and de-escalation techniques.
- Investigate incidents, suspicious behaviour and breaches of University regulations, gathering information and taking action in accordance with procedures.
- Coordinate the locking and unlocking of study areas, rooms and designated facilities, resolving access issues as they arise.
- Lead the initial response to emergencies including fire alarms, evacuations, medical incidents and security concerns, liaising with emergency services and University personnel where required.
- Provide emergency first aid and welfare support within the scope of training and competence.
- Maintain a visible and approachable presence that promotes safety, reassurance and positive engagement with Library users.
- Wear designated uniform and personal protective equipment in accordance with operational requirements.

ADMINISTRATION

- Maintain accurate records of incidents, investigations, patrols, lost property and actions taken, producing reports where required.
- Manage lost and found property, ensuring items are recorded, stored and disposed of in accordance with University procedures.
- Maintain effective key control and access management arrangements, ensuring security procedures are followed at all times.
- Use University systems and databases to record incidents, update information and support operational decision-making.

THE ROLE (CONTINUED)

- Investigate and report recurring issues, identifying opportunities to improve safety, security and service delivery within the Library environment.
- Maintain knowledge of University policies, Standard Operating Procedures and relevant legislation, ensuring these are applied consistently.
- Act as the lead security representative within the Library during designated shifts, making operational decisions in line with policies and delegated authority.
- Comply with all health and safety legislation, regulations and safe systems of work, taking action to address hazards where appropriate.
- Support the continuous improvement and development of the Security Service through active participation and feedback.
- Promote the University's values and behaviours in all aspects of service delivery.
- Maintain strict confidentiality and comply with information governance and data protection requirements.
- Take responsibility for managing your own work objectives, professional development, belonging and wellbeing.
- Undertake any other duties commensurate with the grade and responsibilities of the post.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Minimum of five GCSE passes Grade A-C (9-4) (or equivalent) including English and Mathematics, or equivalent demonstrable experience (E)
- Experience working within a professional security, customer service or public-facing environment (E)
- SIA Door Supervisor or Security Guarding Licence (E)
- First Aid at Work qualification or willingness to obtain (E)
- Additional training in conflict management, safeguarding or incident response (D)

SKILLS AND KNOWLEDGE

- Experience of independently managing incidents and achieving effective outcomes (E)
- Ability to assess risk and make sound operational decisions with minimal supervision (E)
- Strong conflict management, customer service and de-escalation skills (E)
- Excellent verbal and written communication skills (E)
- Ability to prepare accurate reports and maintain detailed records (E)
- Competent user of Microsoft Outlook, Word and Excel (E)
- Good understanding of health and safety requirements and safe working practices (E)
- Ability to work effectively in a busy public environment with competing priorities (E)
- Experience of responding to emergencies and welfare-related incidents (E)
- Ability to build effective working relationships with students, staff and visitors (E)
- First aid trained (E)
- Experience within higher education, libraries or similar public-facing environments (E)
- Knowledge of safeguarding responsibilities and welfare issues (D)
- Experience of investigating incidents and producing detailed reports (D)

PERSONAL ATTRIBUTES

- Demonstrates initiative and accountability when managing incidents and resolving problems (E)
- Confident and decisive with the ability to exercise sound judgement (E)
- Excellent problem-solving and decision-making skills (E)
- Calm and professional when dealing with challenging situations and competing demands (E)
- Approachable, professional and committed to delivering excellent customer service (E)
- Flexible and adaptable in response to changing operational requirements (E)
- Able to work independently whilst contributing positively to team objectives (E)
- Demonstrates integrity and maintains confidentiality at all times (E)
- Prepared to work a 12-hour rotational shift pattern (E)
- Committed to continuous improvement and personal development (E)
- 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 Barred List. It is an offence to apply for this role if you are barred from engaging in regulated activity relevant to children (E)
- Ability to manage your own work objectives, professional development, belonging and wellbeing (E)
- Demonstrates leadership potential and the confidence to influence positive outcomes (D)

THE PERSON (CONTINUED)

- Experience supporting colleagues or contributing to service improvements (D)

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.

FURTHER INFORMATION

This part-time (0.5714 FTE) post is available immediately on an indefinite basis. You will be expected to work a two on, six off 12-hour rotational shift pattern overnight between 21:00 and 09:00.

Salary will be £29,254 to £30,231 per annum pro rata on Grade 4 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.

This vacancy is not eligible for sponsorship. The successful candidate must hold or obtain permission to work in the UK, which would allow them to take up this post.

The post is superannuable under the Group Personal Pension and there is an annual leave entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays, pro rata for part-time. 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.

Information on the benefits of working at UEA can be found at 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 **1 December 2026.**

It is anticipated that interviews will take place on **11 December 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

UEA is a Campus University, and the Estates and Facilities Division is proud to be able to make a positive contribution to the University's vision by managing, developing, and creating a Campus that makes a positive impact on the living and learning experience for students and staff.

The Division is responsible for the operation and development of the University. It oversees the smooth running of the Campus, managing and maintaining both academic and residential buildings as well as the 360 acres which encompass the UEA campus, Blackdale, Bob Champion and Triangular site areas.

In maintaining the University's buildings and grounds, it comprises Cleaning and Grounds, Security, Transport, Maintenance and Building Management Services, Space Management, Post and Portering, Projects, and Development Services (including Electrical and Mechanical Engineering and Utilities).

The Division is also responsible for the continual development of the Campus to provide the right built estate for the University's business.





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



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

University of East Anglia Norwich

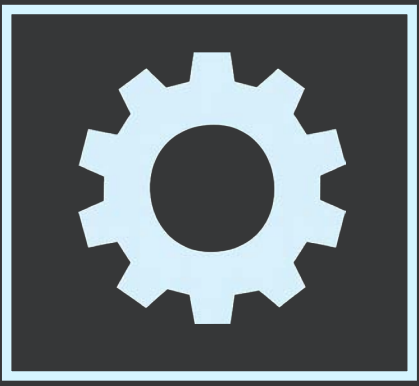
Leading Self
(Take action)

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



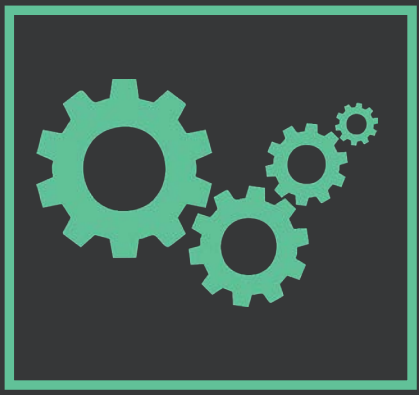
Leading Others
(Inspire the team)

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



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.

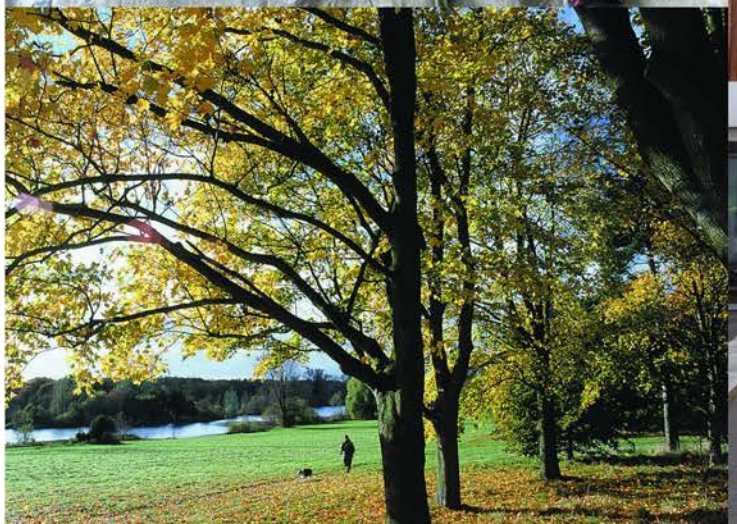
Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates 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.



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