

SECURITY DUTY MANAGER

Estates and Facilities Directorate

SC4762

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. Our Professors Corinne Le Quere, Rachel Warren and Robert Nicholls were recipients of Nobel Peace Prize (2007), awarded to Al Gore and the Intergovernmental Panel for Climate Change (IPCC) in recognition of 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 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.



OUR BENEFITS

UEA offers a fantastic benefits package for staff. We recognise all our staff have different priorities and lifestyles so we are continually reviewing our offering to ensure there are benefits which suit everyone. Current benefits include:



Competitive Rates of Pay



25 Days Holiday



14 Additional Statutory and Customary days



Contributory Pension



Staff Development



Sportspark Discount



Research Support



Health and Wellbeing



Library



Campus Facilities



Care Leave Policies



Sainsbury Centre for Visual Arts



Ofsted Outstanding Nursery



And much more!

Further information can be found on our [Staff Benefits page](#).

THE ROLE

To provide a safe and secure environment for students, staff and visitors to the University of East Anglia 24 hours a day, every day of the year by providing leadership and management support to the duty security team; to protect the buildings and property of the UEA and its staff, students and visitors; to ensure that access to, from and around Campus is maintained and parking issues dealt with in accordance with prevailing policy and procedures.

To assist the Head of Security in achieving this purpose, working within existing shift patterns (12-hour shifts, 2 day shifts followed by 2 night shifts, followed by 4 days off).

To provide first line management of a team of staff by leading, supporting, guiding, advising and being a role model in the delivery of Access and Security Services.

KEY RESPONSIBILITIES

SERVICE DELIVERY

- To provide a responsive security service meeting customer need, responding to alarms, emergency calls etc.
- Take operational control of all activities undertaken by the shift in responding to incidents and in providing a visible deterrent, including taking immediate operational control in the event of an emergency situation, until the arrival if appropriate, of a Senior Manager.
- Carry out the duties of a Security Officer as required and, leading by example, ensure that duties are carried out by Security Staff to the appropriate standards and in accord with our policies and procedures to meet the Directorate aims and objectives and the University's strategic objectives.
- Work in co-operation with other Duty Managers to ensure continuity of service and consistency of service delivery under the direction of the Head of Security.
- Ensure that high standards of customer service are continually provided, so that the reputation of the UEA is enhanced and customer service targets achieved.
- Monitor standards and evaluate new ideas/initiatives in discussion with the Head of Security in order to maintain and improve a high quality service.
- Take a lead role in staff training in relation to good customer service; helping to ensure that staff are motivated to remain customer focused at all times.
- Liaise with the other departments and role holders, for example the Student Support Office, Senior Residents and Accommodation Office, Human Resources and the Recruitment and Admissions teams.
- Provide the Head of Security with operational reports, as required, to include statistical monitoring of incidents reported, absence, health and safety performance, etc
- Contribute to the departmental planning processes as required.
- Co-ordinate and monitor processes and practices relating to security.
- Respond to both emergency and non-emergency situations as they may arise; advising or informing and continue liaison with these parties as necessary, monitoring the situation through to its resolution.
- Take ownership of a departmental strategic project in collaboration with the Head of Security as designated.
- Contribute to the continuous improvement of systems/processes within the department.

THE ROLE (CONTINUED)

MANAGEMENT

- Organise and operate the rosters by planning leave, training courses and special events staffing, in liaison with the Head of Security.
- Undertake appraisals for all staff; manage sickness absence; return to work interviews; deal with performance and conduct issues; and other duties as appropriate within formal University policies and procedures.
- Contribute to the Team training and development programmes.
- Co-ordinate and arrange cover for special duties as required, ensuring continuity of service at the required level.
- Liaise with all staff to ensure effective and meaningful communication of key issues, updates and good practice methods and to ensure that all relevant information is passed on to staff following meetings.
- Manage staff absence to ensure maximum resource availability to meet demand, keeping records in line with Directorate procedures.
- To participate in planning, monitoring and reviewing the delivery of good quality, cost effective, access and security, car parking and traffic management services.
- To promote, at all times, a positive attitude to work, high staff morale and a customer focused approach to service delivery.
- Liaise with University staff on campus activities, contributing to the information held to share with colleagues and determine deployment of resources.
- Plan, organise and deliver formal presentations on crime prevention and personal safety to large groups of students and staff.

- Ensure self and staff have a smart and professional image at all times.
- Act as a role model, demonstrating good practice in line with the Estates values.
- Assist with the recruitment and selection process, following University recruitment procedures.
- In collaboration with the Head of Security, continually review and improve the procurement of goods, embracing sustainability whilst achieving cost savings and efficiencies.
- Comply with all UEA finance regulations and procedures.

ADMINISTRATION

- Be responsible for ensuring the recording of all crime and incidents onto the Crime/Incident Management database and ensuring that traffic incidents and all other relevant records, manual and computer, are properly recorded and updated.
- Produce reports and security reviews relevant to the security operation or particular areas of operation across the campus as requested.
- Undertake such other duties of a similar responsibility as may be determined by the Director of Estates and Facilities, as delegated to the Head of Security.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Substantial recent experience in a management position responsible for management and motivation within a security team (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)
- Educated to degree level (D)
- SIA Door supervision Licence (D)
- SIA CCTV PSS Licence (D)
- Experience of budgetary management (D)
- Experience of running a strategic departmental project (D)
- Experience of current Mental Health First Aid practises (D)

SKILLS AND KNOWLEDGE

- Excellent oral, written and interpersonal skills with ability to deal face-to-face, via telephone and email with individuals from a variety of backgrounds, cultures and nationalities (E)
- Excellent customer care skills (E)
- Good working knowledge of Health & Safety issues in the work place (E).
- High level of interpersonal skills, with the ability to liaise with all levels in a professional manner (E)
- Ability to produce concise reports (E)
- Excellent organisational and planning abilities (E)
- Well-developed computer skills including the use of a full range of tools within Microsoft Office (E)
- Knowledge and understanding of HR and other work-based legislation and regulation (E)
- Working knowledge of the General Data

Protection Regulations (GDPR) (E)

- Good presentation skills (E)
- Good problem solving skills (E)
- CCTV operations and legal requirements, swipe card access systems, security issues in regard to new buildings (D)
- An understanding of traffic management in a busy business environment (D)

Continued on the next page.

THE PERSON (CONTINUED)

PERSONAL ATTRIBUTES

- Ability to deal calmly and effectively with conflicting priorities (E)
- Able to demonstrate tact and diplomacy in working relationships (E)
- Able to inspire confidence across the University and provide supportive leadership to the team (E)
- Flexible and creative approach (E)
- Commercially aware (E)
- Able to demonstrate the Estates Staff Core Values as required and in keeping with the ethos of the department (E)

SPECIAL CIRCUMSTANCES

- Must be able to access all parts of the University Campus. (Reasonable adjustments will be considered in line with the Equality Act 2010) (E)
- Must be prepared to work a 12-hour rotational shift pattern including nights (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)
- 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)
- Subject to full security screening in accordance with British Standard 7858 (E)

- Full 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.

FURTHER INFORMATION

The post is available immediately on an indefinite full-time basis. The normal working hours average 42 per week on a rotational 12-hour shift pattern, four on, four off, including days and nights.

Salary will be £38,699 to £46,136 per annum (consolidated, based on a 42-hour working week) 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 holiday entitlement of 25 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 **21 November 2024**.

It is anticipated that interviews will take place on **22 December 2024** 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.

SECURITY SCREENING

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.

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.



ABOUT THE DIRECTORATE

UEA is a Campus University, and the Estates and Facilities Directorate 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 Directorate 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 Directorate is also responsible for the continual development of the Campus to provide the right built estate for the University's business.



OUR VALUES

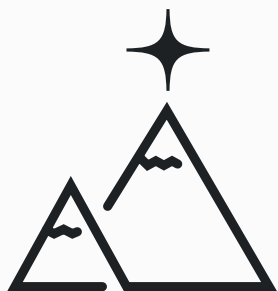
Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

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



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.

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), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), 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 Twitter [@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), banking facilities 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 1930's 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 in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. 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 already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

