

Job Description



Job Title:	Security Staff
Responsible to:	Security Supervisor, Duty Manager, Assistant Bars & Venues Managers, Deputy Venue Manager, Bars Manager, Venue Manager
Department:	Commercial Services
Contract:	Casual, term-time only
Hours of work:	Zero hours according to the needs of the organisation
Salary:	£6.90 (£7.73 with holiday pay)
Purpose of the post:	Working as an effective member of the Security team, the post holder will provide excellent customer service, maintain high standards of health & safety, ensure high standards and efficiency of work and maintain strict financial control.
Key Dates:	<p>Application Closing Date: Sunday 13th March (midnight)</p> <p>Assessment Date: 16th March</p> <p>Interviews: 22nd or 23rd March</p> <p>Security Induction: Saturday 30th April (compulsory)</p> <p>Induction: 25th or 28th April</p> <p>Start Date: Week commencing 2nd May</p>

GENERAL DUTIES AND RESPONSIBILITIES

- Assist in the control of customer entry to the venues; ensuring that all customers are admitted in an efficient manner.
- Be confidently aware of the evacuation procedure of the venues.
- Maintain a record of all premises and emergency equipment checks; ensuring faults are reported.
- Investigate any disturbance or incident and ensure correct reporting methods are adhered to.
- Feedback on the shift to the manager and supervisors as required.
- Ensure personal mandatory training is up to date.
- Ensure participation in all departmental training session as required.
- Maintain high level of personal hygiene and appearance, including adherence to uniform standards and the outlets hygiene guidelines.
- Ensure strict compliance with all legislative regulations and company policy.
- Assist in ensuring that no overcrowding occurs in any part of the premises by recording the number of people entering the venue and the number of people in the area where you are positioned. If you suspect that overcrowding is occurring you must inform a supervisor or manager immediately.
- Employees will be required to assist in other Students' Union Venues and events such as the Summer Ball.

FINANCIAL CONTROL

- Tills
 - Employees are responsible for the accuracy of transactions.
 - Ensure each cash denomination and receipt is stored correctly in the till
 - Ensure till security at all times
 - Ensure security of personal till card
 - Report any mistakes and problems to the Supervisor or Manager.
 - Complete staff till cash up as required.
 - Sign for till and opening balance
- Employees are responsible for recording their complementary drinks

HEALTH AND SAFETY

- Ensure high standards of health and safety are maintained at all times
- Complete required daily tasks in accordance with the security daily and weekly tasks sheets, ensuring the work has been completed to a high standard.
- Maintain a record of all premises and emergency equipment checks; ensuring faults are reported.
- Ensure all areas are kept in a clean, tidy and safe condition.
- Work in a way that minimises risks to the health and safety and security of self and others.
- Ensure all cleaning products and any other substance that could cause a health risk is used according to the data sheet contained within the C.O.S.H.H folder for the venue
- To have a full understanding of the fire evacuation procedures for the Students' Union.
- Keep gangways and fire exits clear at all times.

LEGISLATION & COMPANY POLICY

- To have a full understanding of the licensing law and all other legislation relevant to your role.
- To understand and actively support all company policies relevant to your role.

PERSONAL DEVELOPMENT

- With the help of others, reviews own work against the requirements for role and identifies any development areas.
- Identifies with reviewer additional development areas which will provide support to the team.

QUALITY

- Complies with all regulatory and SURHUL policies and procedures relevant to the performance of own role.
- Identifies problems as they arise, resolving them where possible and appropriate, and reporting them as necessary
- Participates in audit programmes, as required.

THE POST HOLDER WILL:

- Adhere to SURHUL's Equality and Diversity Policy and demonstrate commitment to the progression of such policy within SURHUL.
- Work in a safe manner, seeking to minimise hazards to ensure the safety of other staff and customers, and reporting safety hazards to the line manager (any significant hazards to be reported to the most senior manager available and the Chief Executive Officer).
- Attend meetings and training events as required.
- Comply with the Constitution, policies and procedures of SURHUL at all times.
- Have a flexible approach to duties and work and, in particular, adopt a teamwork style across the departments and activities of SURHUL. This may involve undertaking duties in support of the activities and services of other departments, but will not involve relocation into other offices.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested after appropriate consultation and joint agreement.

Personal Specification

	Essential	Desirable
1. Education and Training		
Must be a current RHUL student for 2016/2017	X	
2. Team Working & Personal Development		
Works within limits of own competence, taking responsibility for own actions.	X	
Shows flexibility in adapting to changes.	X	
Demonstrates an organised, effective, and timely approach to all tasks.		X
Recognises when colleagues need assistance and offers practical support	X	
Demonstrates high standards of integrity and honesty.	X	
Undertakes delegated tasks within level of competence.		X
Listens to others, ensures understanding and responds appropriately.	X	
3. Customer Focus		
Communicates calmly, politely and tactfully to customers under all circumstances.	X	
Treats everyone with dignity and respect, ensuring confidentiality is maintained.	X	
Takes responsibility for queries raised; ensuring their resolution either directly or through others.		X
Recognises issues which may interfere with customer satisfaction, taking action to rectify where appropriate and alerting others where necessary.		X
Ensure that the customer areas are kept clean and tidy	X	
4. Attitudes and Personal style		
Ability to develop and maintain effective professional relationships	X	
A strong team player		X
An outgoing individual with a positive approach and the ability to engage others		X
Respects and supports equality and diversity reporting actions that undermine this	X	
Self-motivated and committed to delivering quality work	X	
5. Values		
We're a values-led organisation, which means we're keen to attract applicants who share our priorities. As part of any application, we're keen to hear about times you've demonstrated any of the following:		
Student Focused: everything we do will have students at the heart of it.	X	
High Quality: expectations are high, and we must exceed them	X	
Inclusive: we will offer a diverse range of activities and services which are fulfilling and accessible.	X	
Brave: we should be bold and not afraid to challenge the status quo.	X	
Trustworthy: we will ensure that we are transparent, honest and fair in what we say and do.	X	