



Birkbeck
UNIVERSITY OF LONDON

JOB DESCRIPTION AND PERSON SPECIFICATION



JOB DESCRIPTION

Job title: *Campus Experience and Security Officer (Day)*

Faculty/department: *Estates & Facilities Management*

Reports to: *Duty Manager (Campus Experience & Security - Day)*

Responsible for: N/A

Grade: 4

PURPOSE OF THE JOB

To provide a visible, customer-focused, and professional safety and security service during daytime operations, ensuring the safety of students, staff, visitors, and assets while maintaining campus security and incident response readiness.

To act as a first point of contact for all staff, students and visitors, providing excellent customer service and visitor experience.

The role also plays a key role in incident responses in line with University procedures and delivering administrative duties.

MAIN DUTIES

- *Deliver a welcoming concierge-style presence across campus, offering assistance and wide range of information. Promote an inclusive environment and safeguard vulnerable individuals in line with Birkbeck's training.*
- *Use deescalation techniques to manage conflict or challenging behaviour, with physical intervention used only as a last resort in line with SIA training and with procedures.*
- *Carry out all required duties in accordance with Birkbeck's policy and Standard Operating procedures.*
- *Provide administrative support (e.g. creating and editing signs, forms, templates etc.). Assist with resolving room booking issues. Manage visitor arrivals, issue visitor passes and resolve general customer requests and enquiries (e.g. key requests, permit-to-work, any relevant ASK requests etc.) within agreed timeframe in a professional, courteous manner.*
- *Issue ID cards with the correct authorised access levels, ensuring accuracy in access rights, adherence to security protocols, and timely record updates.*
- *Manage key handling and access-control system, including setting and reviewing permissions in line with University protocols.*

- *Support the delivery of campus events and planned activities, ensuring safety and security arrangements are in place while providing excellent customer service.*
- *Maintain a proactive security presence through regular patrols (both internal and external), reporting hazards, maintenance issues, and suspicious activity. Check for signs of damage, forced entry, or hazards and report and / or escalate as appropriate. Conduct building lock/unlock procedures in line with University requirements.*
- *Respond promptly and effectively to incidents including fire alarms, intrusions, medical emergencies (providing First Aid), panic alarm activation, lift entrapment, system faults etc. as per Standard Operating Procedures. Escalate any serious incidents in line with University policies to Duty Manager or to other senior manager in Duty Manager's absence. Assist with evacuations and support vulnerable persons using equipment such as Evac-Chair etc.*
- *Operate the Control room, monitoring CCTV, SafeZone, alarms, access control systems etc. and report issues to the Duty Manager / On- Call Manager promptly for coordination. Log all incidents, patrols, and system activity in accordance with data protection and operational protocols.*
- *Ensure compliance with health & safety, fire safety, data protection, and Martyn's Law and University policies.*
- *Attend training sessions, daily briefings and contribute to a culture of continuous improvement. Support new staff (both in-house and agency) through mentoring and on-the-job training.*

Please note this job description reflects the core activities of the role and, as the College and the post holder develops, there will inevitably be changes in the emphasis of duties. It is expected the post holder will recognise this and adopt a flexible approach to work and to participate in training.

WORKING RELATIONSHIPS AND CONTACTS

- Report to **Duty Manager (Campus Experience & Security - Day)**.

DIMENSIONS

- Works across the University estate supporting safety and security operations during daytime hours, under the supervision of the Duty Manager.
 - Supports delivery of consistent safety operations aligned with University procedures.
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GENERAL RESPONSIBILITIES – universal to all Birkbeck roles

- To adhere to the College's Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To work in accordance with Birkbeck's data protection policies, and relevant current data protection legislation.
- To undertake such other duties as may be reasonably required.

PERSON SPECIFICATION

Candidates will be able to demonstrate the following criteria within the areas of :
Knowledge/ Technical Skills/ General Skills & attributes/ Experience/Qualifications.

Criteria	Essential/ Desirable
Knowledge	
1. Understanding of security operations and campus safety, access control and emergency procedures.	Essential
2. Knowledge of health & safety compliance, regulations related to licensable activities.	Essential
3. Familiarity with Martyn's Law, Prevent Duty, and safeguarding principles	Desirable
Technical and/or Work-Based Skills	
4. Ability to provide effective security services, including incident response and patrols.	Essential
5. Strong observational skills and ability to maintain accurate records.	Essential
6. Advanced IT skills for using security systems, reporting tools, MS Office (inc. Word, Excel etc.)	Essential

General Skills and Attributes	
7. Excellent communication skills and interpersonal skills, both verbal and written.	Essential
8. Ability to remain calm under pressure and handle incidents appropriately.	Essential
9. Ability to work independently and as part of a team.	Essential
10. Ability to perform a physically demanding role, including patrolling, prolong standing and manual handling.	Essential
Experience	
11. Experience working in a customer facing security or safety role.	Essential
12. Demonstrated ability to deliver excellent customer service in high traffic environments.	Essential
13. Experience working in a higher education or public-sector environment.	Desirable
Qualifications	
14. SIA licence (Door Supervisor & Control Room) or completion of training upon appointment (The contract is conditional upon obtaining and maintaining a valid licence.)	Essential
15. Fire Marshal, First Aid, Evac-Chair and other essential training as required, or willingness to undertake them upon appointment.	Essential

FURTHER INFORMATION

Salary:

£31,820 per annum.

The salary, as shown above is Grade 4 on the College's London pay scale, which includes a consolidated weighting/allowance, which applies only to staff whose normal contractual place of work is in the Greater London area.

Hours:

35 hours per week (1 FTE)

Working pattern:

5 shifts across 7 days, including weekends. Shifts operate on a rotating basis between morning and evening patterns, covering core service hours between **07:00 and 23:00**. There may also be occasional opportunities to work compressed shifts, subject to operational requirements.

Probation period:

6 months

Duration of post:

Open-ended

Safeguarding

Appointment / confirmation in the role will be subjects of completion of SIA licence training, including DBS check.

HOW TO APPLY

Closing date:

11.59 PM on 02/09/2026

Interview arrangements:

Interview date: 15/09/2026.

The selection process will involve:

- A panel interview
- Tasks: Candidates will be asked to undertake competency-based tasks appropriate to the role as part of an Open Day

Start date:

To be confirmed following interview.

To apply for this position please go to our online [recruitment portal](#).

Please ensure your application includes full details of your employment history, education and qualifications, and recent development. For some roles, this will be collected in the

application form, for others you will be asked to include this in a professional CV, which can be uploaded.

If you would like to know more about the role, please contact **Kelvyn Pearce, Momentum Security Recruitment**

Email/Phone : kelvynp@momentumsecurity.co.uk

RIGHT TO WORK IN THE UK

This post is not eligible for sponsorship. Successful applicants will need to demonstrate their right to work in the UK via another means.

HELP AND ASSISTANCE

If you are having difficulties accessing the recruitment portal, please email jobs@bbk.ac.uk.

OUR COMMITMENT TO EQUALITY AND DIVERSITY

The College is committed to providing the highest quality academic and working environment where all staff, students, visitors and contractors are welcomed respected and treated in a fair, consistent and non-discriminatory manner. The College is proud of its diversity and welcomes applications from all sections of the community. No one will be treated unfairly because of their sex, race, disability, sexual orientation, age, religion or belief, carer status, political belief, pregnancy/maternity, social class, gender identity or marital/civil partnership.

Birkbeck is a member of the 'positive about disability' Disability Confident scheme and will interview all candidates who both declare a disability within the meaning of the Equality Act 2010 and meet the minimum essential criteria for the post, subject to any limits on the overall number of interviews.

Birkbeck is a member of Advance HE, holds an institutional Bronze level Athena SWAN award, is a Mindful Employers Charter signatory and subscribes to Stonewall's Diversity Champions.