



Birkbeck
UNIVERSITY OF LONDON

JOB DESCRIPTION AND PERSON SPECIFICATION



JOB DESCRIPTION

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

Faculty/department: *Estates & Facilities Management*

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

Responsible for: N/A

Grade: 3

PURPOSE OF THE JOB

To provide a visible, customer-focused, professional and vigilant overnight security service, ensuring the safety and security of University buildings, assets, and individuals.

The role focuses on following routine, clearly defined procedures, conducting building lockdown and opening procedures, basic patrols, reporting issues, incident response in line with SOPs, and control room support during primarily non-core hours.

MAIN DUTIES

- Deliver a welcoming presence across campus, offering assistance and basic information to staff, students, and visitors.
- Refer any conflict, concerns about vulnerable individuals, or behavioural incidents immediately to the Duty Manager. Use de-escalation techniques as the primary approach, with physical intervention only as a last resort and always in line with SIA training and organisational procedures.
- Carry out all required duties in accordance with Birkbeck's policy and Standard Operating procedures.
- 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 Standard Operating Procedures. Check that doors and windows are secure and report any issues to the Duty Manager or maintenance.
- 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. Assist with evacuations and support vulnerable persons using equipment such as Evac-Chair etc. Incidents outside routine expectations must be escalated immediately to the Duty Manager or On-Call manager in Duty Manager's absence.
- Monitoring CCTV, SafeZone, alarms etc. and report issues to the Duty Manager promptly for coordination. Log all incidents, patrols, and system activity in accordance with data protection and operational protocols.
- Assist with key handling, access requests, and contractor access.

- Ensure compliance with health & safety, fire safety, data protection, and (upcoming) Martyn's Law and University policies.
- Attend training sessions, daily briefings and contribute to a culture of continuous improvement.
- Work cooperatively with other team members to support smooth night-time operations.

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 - Night)**.

DIMENSIONS

- Works across the University estate supporting safety and security operations during non-core hours, under the supervision of the Duty Manager.
- Supports delivery of consistent safety operations aligned with University procedures.

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.	Desirable
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. Basic IT skills for using security systems, reporting tools, MS Office etc.	Essential
General Skills and Attributes	
7. Good verbal and written communication skills.	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. Experience working in a higher education or public-sector environment.	Desirable
Qualifications	
13. SIA licence (Door Supervisor & Control room) or completion of training upon appointment. (The contract is conditional upon obtaining and maintaining a valid licence.)	Essential
14. Fire Marshal, First Aid, Evac-Chair and other essential training as required, or willingness to undertake them upon appointment.	Essential

FURTHER INFORMATION

Salary:

Starting salary: **£34,667.18** rising to **£37,413.87** per annum, including 7.5% allowance

The salary, as shown above is Grade 3 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:

Average 39 hours per week annualised contract (1.11 FTE)

Working pattern:

4-on-4-off shift pattern. The shift is 20:00-08:00

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.