



Birkbeck
UNIVERSITY OF LONDON

JOB DESCRIPTION AND PERSON SPECIFICATION



JOB DESCRIPTION

Job title: *Duty Manager (Campus Experience & Security - Night)*

Faculty/department: *Estates & Facilities Management*

Reports to: *Facilities Manager (Campus Experience & Security)*

Responsible for: *Campus Experience and Security Officers (Night)*

Grade: 4

PURPOSE OF THE JOB

To lead the day-to-day campus experience and security operations during evening and night operations, ensuring a visible, responsive, and customer-focused service that protects people, property, and the estate.

The role provides on-the-ground leadership to the night security team, ensuring buildings are secured, incidents are managed promptly, and the campus remains safe in accordance with Birkbeck's policies and procedures.

It includes line management of a small night team, maintaining a consistent on-site presence, contributing to core operational tasks, and coordinating the team to ensure effective night operations and service continuity during non-core hours.

MAIN DUTIES

- *Manage, motivate and support the night team, ensuring effective patrol coverage and adherence to procedures, while ensuring high standards of professionalism and conduct maintained.*
- *Prepare and manage rotas, including planned and unplanned absences and task allocation to ensure continuous coverage.*
- *Monitor performance, provide coaching, and complete appraisals for direct reports. Ensure adherence to Standard Operating Procedures (SOPs) and support operational improvements. Deliver daily briefings and debriefings. Escalate formal performance concerns to the Facilities Manager (Campus Experience & Security).*
- *Oversee and execute the secure lockdown of all campus buildings in accordance with University protocols. Ensure team conducts thorough checks to ensure all buildings are secure, alarms are set, and access points are locked. Coordinate and supervise the morning reopening of buildings, ensuring readiness for operational hours.*

- *Promote a customer-focused culture and ensure visible, approachable security presence. Handle routine, operational customer interactions and escalate non-routine issues to the Facilities Manager.*
- *Respond to welfare concerns and support vulnerable individuals, coordinating with Student Services or other agencies as appropriate.*
- *Monitor and respond to alarms, access control alerts, and system notifications throughout the night and escalates any major incident in line with University procedures.*
- *Lead initial, procedural response to incidents, including but not limited to security-related incidents, e.g., lockdowns, evacuations, and medical emergencies. Liaise with emergency services, provide direction during incidents, conduct debriefs, and ensure accurate timely reporting. Escalate major, complex, or multi-department incidents to the on-call manager.*
- *Oversee control room operations, including CCTV, access control, SafeZone and alarm systems. Maintain accurate records of incidents, patrols, and activity logs in line with data protection and operational policies.*
- *Ensure night team complies with University policies, including health and safety, fire safety, and data protection. Conduct dynamic risk assessments relating to immediate operational issues, escalating wider risks to the Facilities Manager.*
- *Support the induction and ongoing training of new and existing staff, both in-house and agency. Deliver toolbox talks and scenario-based training exercise prepared by senior colleagues or management.*
- *Ensure that the team is able to act as the first point of contact for basic security-related queries from staff, students, and visitors. Provide advice and guidance on campus safety and security procedures.*

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 **Facilities Manager (Campus Experience & Security)**.

DIMENSIONS

- Responsible for the line management of night security officers.
- Covers the campus estate during night hours.

- Supports the management of incidents and escalations.

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.
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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 campus safety and security operations and incident response.	Essential
2. Understanding of Martyn’s Law, health & safety and compliance frameworks. (e.g. GDPR and ethical use of surveillance systems)	Essential
3. Awareness of safeguarding responsibilities and Prevent Duty in a university context.	Desirable
Technical and/or Work-Based Skills	
4. Ability to manage, motivate and support the night security team.	Essential
5. Competence in managing emergency situations and coordinating with emergency services. Ability to remain calm under pressure and manage incidents effectively.	Essential

6. Ability to conduct dynamic risk assessments and implement mitigation strategies	Essential
7. Ability to use security and reporting systems (CCTV, access control, incident logging tools). A competent user of MS Suite (Excel, Word etc.)	Essential
General Skills and Attributes	
8. Good verbal and written communication skills.	Essential
9. Ability to engage with a range of stakeholders.	Essential
10. Ability to solve problems, adapt to changing situations, and work under pressure when managing incidents.	Essential
Experience	
11. Experience working in a security role, at least in a supervisory capacity.	Essential
12. Experience in emergency response or incident coordination.	Essential
13. Experience of working night shifts.	Desirable
Qualifications	
14. SIA licence (Door Supervisor & Control room). First aid at Work qualification (or willingness to obtain).	Essential
15. Evidence of leadership or management development, including ILM Level 3 or an equivalent qualification.	Desirable

FURTHER INFORMATION

Salary:

£37,413.87 rising to £41,717.77 per annum, including 7.5% allowance

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:

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 **03/09/2026**

Interview arrangements:

Interview date w.c. 07/09/2026.

The selection process will involve:

- A panel interview
- **Tasks: Candidates will be asked to undertake competency-based tasks appropriate to the role**

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: www.momentumsecurity.co.uk) at kelvynp@momentumsecurity.co.uk**

Momentum Security Recruitment have been selected to manage this recruitment campaign. You can find the advert on the Momentum website:

<https://www.momentumsecurity.co.uk/job/duty-security-manager-campus-experience-security-nights/>

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.