



Birkbeck
UNIVERSITY OF LONDON

JOB DESCRIPTION AND PERSON SPECIFICATION



JOB DESCRIPTION

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

Faculty/department: *Estates & Facilities Management*

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

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

Grade: 5

PURPOSE OF THE JOB

To lead the day-to-day campus experience and security operations, ensuring a safe, welcoming, and customer-focused environment for students, staff, and visitors.

The role provides a visible, on-the-ground leadership to the daytime campus experience and security team, coordinating incident response, maintaining service standards, and supporting the Facilities Manager (Campus Experience & Security) in delivering operational excellence.

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

MAIN DUTIES

- *Manage, motivate and support the daytime campus experience and security team, ensuring high standards of professionalism and conduct.*
- *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. Deliver daily briefings and debriefings. Ensure adherence to Standard Operating Procedures (SOPs) support operational improvements, and maintain inclusive, customer focused service. Escalate formal performance concerns to the Facilities Manager (Campus Experience & Security).*
- *Plan and oversee the effective delivery of event security operations, ensuring appropriate staffing, risk management, and compliance with relevant procedures.*
- *Support the Facilities Manager (Campus Experience & Security) and deputise when appropriate.*

- *Promote a customer focused culture and ensure visible, approachable security presence. Resolve complaints, taking action to improve service and escalate issues when needed.*
- *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.*
- *Contribute to regular management reporting.*
- *Ensure team compliance with security policies, SOPs, health & safety, fire safety, and data protection and other relevant University Policy and Procedures. Conduct dynamic risk assessments and escalate concerns where appropriate.*
- *Support the implementation of relevant legislation, including Martyn's Law.*
- *Support the induction and ongoing training of new and existing staff, both in-house and agency. Deliver toolbox talks and scenario-based training exercise, while promoting a culture of continuous improvement and professional development.*
- *Ensure that the team is able to act as the first point of contact for 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

- **Internal:** Estates and Facilities teams, Student Services, academic and administrative staff, campus users.
- **External:** Police, emergency services, contractors, visitors.

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 campus safety 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 a 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. Strong communication and interpersonal skills, including written reports, to engage confidently with diverse stakeholders.	Essential
9. Ability to solve problems, adapt to changing situations, and work under pressure when managing incidents.	Essential
10. Commitment to high levels of customer service and professionalism.	Essential
Experience	
11. Experience working in a security role, at least in a supervisory capacity.	Essential

12. Experience of working in a busy customer-facing environment.	Essential
13. Experience in emergency response or incident coordination.	Essential
Qualifications	
14. SIA Licence (Door Supervisor & Control room). First Aid qualification (3-day course) or willingness to obtain.	Essential
15. Evidence of leadership or management development, including ILM Level 3 or an equivalent qualification.	Desirable

FURTHER INFORMATION

Salary:

£34,827 rising to £38,377 per annum.

The salary, as shown above is Grade 5 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 **20/09/2026**

Interview arrangements:

Interview date w/c **28th September 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 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-5-7-days/>

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.