

Campus Safety and Security Team Leader

Department:	Estates and Facilities
Grade/ Salary:	Grade 5
Contract Type:	Permanent/Full Time
Hours:	Rotating Shifts 07.00 - 19.00 & 19.00 - 07.00 (Panama Shift Pattern) 40.25hrs.
Location:	Goldsmiths University, all sites

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants. Please contact hr-recruitment@gold.ac.uk to make your request.



Estates and Facilities

The Estates and Facilities Department maintains and supports the University Across a wide range of areas and has a team of approximately 150 staff.

The areas we manage include;

- estates strategy & strategic development
- capital projects, minor works and refurbishments
- maintenance (building and grounds), surveys, statutory compliance
- Infrastructure
- space utilisation & timetabling,
- energy and carbon management,
- environmental management
- facilities services including cleaning, portering, security, switchboard, reception, post and stores;
- health and safety
- catering
- conference services
- print services

The main campus is based at New Cross, London Borough of Lewisham and covers approximately 16 acres. It comprises some 80 buildings ranging from three fine Victorian Grade II listed buildings, a number of former domestic properties (now being used for academic and office purposes), a range of post-war utility buildings (now requiring replacement), to new purpose built ultra-modern buildings. Also situated approximately 12 miles from the main campus is Loring Sports Ground, located in Sidcup, London Borough of Bexley, which consists of a 20-acre sports ground and associated buildings. The variety of buildings presents a diverse set of challenges.

Estates & Facilities aims to make significant improvement to its service delivery and the quality of the estate in order to meet the rising expectations of staff and students.

Estates and Facilities' overall aim is to provide for sustainable first-class facilities for research, teaching and learning and other activities and to create a vibrant and safe



environment for students, staff and visitors. Professionalism and team working are key to successful and integrated service delivery.

Job description

Department: Campus Safety and Security
Reporting to: Safety and Security Operations Manager

Reports: Campus Safety and Security Control Team Officers, Campus Safety and Security Officer and FOH Services.

Hours: Rotating Shifts 07.00 - 19.00 & 19.00 - 07.00 (Panama Shift Pattern), including days, nights, weekends and bank holidays, with 30 minutes of paid breaks per shift. You will be part of a team of four Campus Safety and Security Team leaders and will receive a shift allowance for night duties.

Summary:

The Campus Safety and Security Team Leader role provides support to the Safety and Security Operations Manager

to ensure Campus remains a safe, secure and welcoming environment for all students, staff and visitors.

The post holder is responsible for supervising a team of Campus Security Control Team Officers and Campus Safety and Security and FOH Officers, daily operations, overseeing incident response, and supporting with compliance with university policies, procedures and legal obligations.

The role requires a proactive, visible presence across campus to support the Goldsmiths community and maintain high standards of safety and service.

Objective:

Working as part of a team leader group, to ensure the effective supervision of all Campus Safety and Security Control Team Officers and Campus Safety and Security Officers. Ensuring the protection of persons and property on all College sites and thereby ensuring the provision of a safe and secure environment conducive to aims of the Goldsmiths community and security strategy.



Main duties:

Operations

- Provide line management to a team of safety and Campus Security Control Team Officer and security & Wellbeing officers in all aspects of service delivery.
- Support the Safety and Security Operations Manager Security on all aspects of service provision.
- Support with staff performance in line with Goldsmiths' expectations, procedures and organisational policies, helping addressing performance issues promptly, supporting staff development, and ensuring adherence to professional and behavioural standards.
- Supervise, support and motivate the Campus Safety and Security team during shifts, ensuring effective deployment and performance.
- Under the guidance of the Safety and Security Operations Manager, communicate operational requirements to the team where appropriate and monitor performance against these requirements to ensure that security policy and procedures are appropriately implemented.
- Support with rota planning, annual leave, sickness and attendance to ensure continuous 24/7 coverage for all areas of campus.
- Support and oversee personal development reviews to promote continuous improvement, professional and personal development across the team.
- Ensure team members follow Goldsmiths' policies, procedures and uniform standards, presenting a consistent, professional and visible presence across while representing the university professionally.

Incident Response

- Respond to all incidents in accordance with established procedures, including but not limited to:
 - Lockdowns or partial lockdowns,
 - Bomb threats or suspicious packages,
 - Fire, Intruder activations and unlawful entry,
 - Protests, demonstrations, or crowd related events,
 - Floods, leaks, infrastructure failures, or environmental hazards,
 - Crime, Violent incidents, threats, or safeguarding concerns,
 - Lift entrapments and mobility-related assistance,



- medical emergencies and first aid incidents
- And escalate incidents promptly to the Safety and Security Operations Manager for support and action based on severity, risk, and procedural requirements, ensuring no delay in decision-making or intervention where safety, safeguarding, or operational continuity may be affected, risks exceed on-site capabilities or when escalation thresholds are met.
- Prioritise safety as the foremost consideration, ensuring that all initial actions taken are proportionate and risk based in accordance with standard operating procedures
- Use calm communication, and clear instructions to keep incidents controlled, organised, and safe, reducing confusion and enabling responders to operate efficiently under pressure.
- Make rapid and effective decisions under pressure, applying dynamic risk assessment to weigh options, consider alternatives, and choose the safest and most effective response pathway in real time.
- Coordinate with emergency services where required.
- Support investigations into incidents, student discipline breaches, and crime, ensuring accurate reporting and evidence preservation.
- Support, and supervise periodic security and safety drills, such as evacuation tests, lockdown exercises, incident response and other contingency scenarios, to enhance team readiness, validate emergency procedures, and drive ongoing improvements in organisational incident response and contingency planning.

Patrolling & Campus Safety

- Support the maintenance of a safe and secure environment across all university premises, protecting Goldsmith's property and assets against loss, theft, and damage.
- Promote a secure environment that allows staff, students, visitors, and partners to conduct lawful activities in alignment with the Security Policy.
- Supervise the effective deployment and coordination of all security resources across Goldsmiths sites, ensuring personnel are positioned appropriately to provide maximum safety, visibility, and operational readiness.
- Supervise the daily security rotation, including allocation of officers to zonal positions, building posts, reception points, locking and unlocking duties, patrol routes, and specialist duties such as car parking, ensuring that all areas of



campus always receive adequate coverage

- Ensure that officers carry out patrol tasks correctly, including checking for unlocked doors, signs of forced entry, hazards, suspicious behaviour, health and safety issues, and any abnormalities requiring escalation.
- When required undertake regular patrols of buildings, grounds and high-risk areas to ensure safety, crime prevention and early identification of hazards.
- Supervise break periods, handovers, and shift rotations, ensuring that service levels are maintained throughout the shift and that no area is left unsecured or unsupported.
- Supervise locking and unlocking functions, ensuring buildings are properly secured, alarms set, and safety systems functioning, particularly during evenings and nights.
- Provide a visible, approachable presence and support students, staff and visitors across the campus.

Control Room & Systems Oversight

- Supervise control room activities including Front Office, CCTV monitoring, alarm response, radio communications, access control, visitor and key management and training.
- Ensure that CCTV patrols are thorough, systematic, and aligned with campus risk profiles, using camera sweeps to identify patterns, hotspots, or environmental conditions requiring attention.
- Provide cover for CCTV when required, ensuring continuity of monitoring, incident response and maintaining operational effectiveness during staffing shortages or peak activity periods.
- Monitor all faults and ensure all system defects and equipment failures are addressed within agreed timeframes, and that system downtime is kept to an absolute minimum in accordance with organisational procedures, KPIs and contractual obligations.
- Support implementation of new systems or process improvements.

Communication

- Act as the first point of contact for all university departments on operational security matters, ensuring timely responses to security related requests, clear



communication, and effective coordination to support campus-wide safety and operational needs.

- Communicate with all internal stakeholders, including Campus Safety and Security Officers, Estates teams, Wellbeing Services, Accommodation, IT, Academic Departments in a professional, clear, courteous, helpful, timely, and effective manner at all times.
- Ensure all communication, whether verbal, written, radio-based or digital, is delivered in accordance with university standards, security procedures and the professional expectations and values expected of the department and the University.
- Ensure effective communication during shift handovers, including briefing staff on incidents, risks, events and expected campus activity.
- Provide accurate, concise, and relevant information during incidents to ensure that responding staff have clear direction, situational awareness, and the support needed to carry out their duties safely and effectively.

Coordination & Deployment

- Supervise all security deployments for events across the Goldsmiths campus, ensuring that each event is staffed appropriately in accordance with operational procedures and plans.
- Ensure appropriate supervision and on the day coordination, maintaining a visible presence during events and overseeing team performance, professional conduct, and adherence to Goldsmiths' service standards.
- Work collaboratively with internal departments, external partners, contractors and emergency services where required to ensure smooth event operations and robust safety management, escalating issues where necessary to the Campus Safety and Security Operations Manager .
- Support post event debriefs, collecting feedback, identifying lessons learned and contributing to improvements in future event planning, incident response and operational readiness.

Training, Competence & Professional Development

- Help ensuring that all members of the Campus Safety and Security Team are appropriately trained, competent and confident in discharging the full range of their duties.



- Assist with the induction, mentoring, and training of staff, contributing to the development of a skilled and resilient workforce capable of adapting to operational challenges.
- Support maintaining an up-to-date training matrix for all Campus Safety and Security Officers, ensuring that mandatory training, refresher courses, briefings and specialist skills development are monitored, recorded and delivered in accordance with organisational and legal requirements.
- Identify training needs and skills gaps within the Safety and Security team through supervision, performance reviews and operational observations, ensuring staff have access to the development required to perform effectively and comply with university and legislative standards.
- Ensure all members of the team hold valid, current certifications where required, including (but not limited to) First Aid, Fire Safety, conflict resolution, data protection compliance and any role-specific technical accreditations mandated by Goldsmiths or regulatory bodies or escalate to the Campus Safety and Security Operations Manager for action where they do not.
- Promote a culture of continuous learning and professional excellence, encouraging officers to keep their skills current, stay updated with lawful powers, procedures, and sector best practice, and uphold the highest standards of professional conduct.
- The post holder is expected to undertake all required training as directed by the Security Management Team or the University, ensuring full compliance with university and departmental standards, operational procedures, and legislative requirements.
- Maintain a level of operational competence that meets the professional standards expected by the College, proactively refreshing skills and knowledge as required.
- Participate in scenario-based exercises, multiagency drills, tabletop training sessions, and campus-wide emergency simulations to strengthen response readiness and collaborative working.

Reporting

- Assist producing detailed weekly and monthly reports to support data analysis, trend identification, performance monitoring and operational effectiveness, ensuring reports are accurate, timely and aligned with departmental requirements.
- Ensure that all relevant security databases, training matrices, operational logs, and associated documentation are accurately maintained, kept current and up



to date in accordance with organisational procedures, audit requirements and statutory compliance expectations

- Support audits, risk assessments and continuous improvement processes for campus security operations.
- Champion Goldsmiths' values of inclusion, respect, transparency and service excellence in all aspects of leadership.

Estates Linked Functions

- Provide line management direction and support for other estates staff working outside of core hours and assist with the resolution of operational challenges
- Take a lead role in effective response to first aid incidents
- Have excellent awareness of accessibility requirements and ensure that we provide assistance where required
- Liaise closely with the Commercial Services team to assist with the delivery of events and bookings
- Provide first line wellbeing support for students, ensuring effective signposting and escalation to specialist teams

Other:

- The nature of the role is such that it is essential the post holder must maintain good level of physical fitness to effectively supervise incident responses, and to ensure they can access all areas of the campus and its buildings within reasonable timeframes during incidents and emergencies.
- The nature of the role is such that it is essential that the post holder has, and will maintain, an excellent record of attendance and timekeeping. Cover for the Safety and Security Operations Manager when required.
- The post holder will be required to participate in regular theoretical, practical, and physical training covering all aspects of security operations, including emergency response, fire safety, first aid, safeguarding, conflict management, health and safety, and other relevant disciplines.
- The candidate will attend Crown and Magistrates Court as a witness if necessary and to give evidence.
- Candidate will need to obtain the required SIA license upon appointment.
- The duties outlined above are not intended to be exhaustive and will be subject to periodic review and amendment in accordance with the needs of the division.
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity



- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with these criteria.



The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form

C = Certificate

I = Interview

R = Reference

T = Test / P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Educated to GCSE & A level or higher	A, C
Desirable Criteria 1 - Qualifications	
SIA CCTV Licence & Door Supervision or prepared to achieve certification within 3/6 months of appointment.	A, I
Safeguarding Level 2 / 3 or prepared to achieve certification or prepared to achieve certification within 3/6 months of appointment.	A, C
Mental Health First Aid or prepared to achieve certification within 3/6 months of appointment.	A, C
Customer service Level 1 or 2 certificate or prepared to achieve certification within 3/6months of appointment.	C,
First Aid at work Level 3 certificate or prepared to achieve certification within 3/6 months of appointment.	A, C, T
Essential Criteria 2 - Experience	



Experience supervising or leading a security team within a comparable operational or multi-site environment.	A, I
Experience in incident management, emergency response and producing formal written reports.	
Experience in security operations, incident management, control room monitoring, or emergency response.	A, I
Proficiency with CCTV, alarms including fire alarm panels, access control, systems and control room operations.	A, I
Experience with supporting individual in distress, ability to recognise signs of mental concerns and ability to follow safeguarding procedure and escalate concerns	A, I
Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations and the ability to remain calm under pressure.	A, I
The ability to present written information clearly and concisely using appropriate structure and layouts, including incident reports and witness statements.	T
Essential Criteria 3 – Knowledge	
Strong knowledge of security protocols, emergency procedures and legal compliance requirements including GDPR and the Human Rights Act.	A, I
Understanding the Surveillance Camera Code of Practice.	A, I
Desirable Criteria 3 - Knowledge	
An awareness of issues surrounding the student experience.	A, I
Essential Criteria 4 – Skills and attributes	
Intermediate working knowledge of IT e.g. Microsoft outlook, work, excel	A, I, T
The post holder must maintain a good level of physical fitness to lead and supervise emergency responses effectively, ensuring the ability to move rapidly across campus and between buildings during incidents.	A, I, T
Excellent communication and interpersonal skills, with the ability to engage diverse campus users	A, I, T
Strong leadership skills and the ability to motivate, coach and develop a team.	A, I



Decisive and calm under pressure, with strong problem-solving skills.	A, I
Attention to detail, strong organisational skills and a commitment to high performance.	A, I, T
A customer-focused approach aligned with Goldsmiths' values. Committed to maintaining a safe and inclusive environment	A, I
Excellent record of attendance and timekeeping	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.



Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- 3 days of volunteering leave per annum, plus parental and study leave allowance.
- Maternity, paternity, shared parental leave and adoption leave and pay
- Membership of USS or LPFA pension scheme, dependent upon grade
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

Further information



For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.

