

Campus Safety and Security Control Team Officer (Days)

Department:	Estates and Facilities
Grade/ Salary:	Grade 4
Contract Type:	Permanent/Full Time
Hours:	07.00 to 19.00 (Day Shift) 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: Campus Safety and Security Team Leader

Reports: None

Hours: 07.00 to 19.00 (Day Shift) 4 days on 4 days off, including weekends and bank holidays, 30 minutes of paid break per shift.

Summary:

The Campus Safety and Security Team provide 24hr support to ensure that the Campus remains a safe, secure and welcoming environment for all students, staff and visitors.

The Campus Security Control Team Officer is responsible for coordinating real time responses to all security incidents, and events across campus and will be prepared to cover for the Team Leader in their absence.

Operating from the control room and deploying on-site when required, the role combines expert CCTV surveillance, incident coordination, decision-making in accordance with established procedures, and communication with internal teams and external agencies.

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

This position is essential in maintaining a safe, secure, and resilient campus environment.

Objective:

To work as a member of the departmental team for the protection of persons and property on all Goldsmiths sites and thereby ensuring the provision of a safe and secure environment conducive to aims of the Goldsmiths community.

Main duties:

Incident Coordination



- Coordinate incident response between control room activity, on-site responders, university departments, and external emergency services.
- Coordinate incidents from the moment they are reported, in accordance with standard operating procedures.
- Prioritise safety as the foremost consideration, ensuring that all actions taken are proportionate, risk based, and aligned with university policies, standard operating procedures.
- Provide real-time information to security staff during unfolding incidents, ensuring responders understand where to go, what to do, what risks are present, and what information must be fed back to the control room.
- Maintain constant situational awareness throughout the incident, updating the picture continuously through CCTV monitoring, officer reports, and environmental scans to ensure decisions are based on the most current information.
- Use calm communication, and clear instructions to keep incidents controlled, organised, and safe, reducing confusion and enabling responders to operate efficiently under pressure.
- Escalate incidents appropriately to the Campus Safety and Security Team Leader when the severity, complexity, or risk exceeds on-site capabilities or when escalation thresholds are met.
- Ensure effective response to a wide range of incident types in accordance with procedures including, but not limited to:
 - Lockdowns or partial lockdowns
 - Serious crime or disorder
 - Bomb threats or suspicious packages
 - Fire alarms, smoke reports, and potential fire hazards
 - Panic alarms and duress situations
 - Intruder activations and unlawful entry
 - Medical emergencies and first aid incidents
 - Welfare and wellbeing crises
 - Protests, demonstrations, or crowd related events
 - Floods, leaks, infrastructure failures, or environmental hazards
 - Violent incidents, threats, or safeguarding concerns



- Lift entrapments and mobility-related assistance
- Support the efficient deployment of Campus security first responders considering available resources, officer location, competence, and urgency to get the right staff to the right place at the right time.
- Coordinate and guide responding officers through live visual information, improving accuracy, officer safety, and situational awareness during active incidents.
- Maintain professional communication throughout incidents, calm, concise, clear, timely, and aligned with university expectations for emergency communication.
- Document all incidents with clarity and accuracy via shift report and daily occurrence books, ensuring that key decisions, actions, logs, communications, and CCTV evidence are captured for investigation, learning, and compliance.
- Provide clear, detailed, and accurate incident reports and for all major or significant events.
- Support the development of a coordinated and resilient incident response capability by participating in training exercises, simulations, and multiagency drills.

CCTV Monitoring & Control Room Operations

- Monitor all CCTV systems proactively to identify suspicious activity, emerging risks, unauthorised access, or behaviour that may pose a threat to people, property, or campus operations.
- Conduct real-time surveillance of high-risk areas, event spaces, vulnerable locations, and known problem zones to deter criminality, antisocial behaviour, and safety hazards.
- Use CCTV proactively to identify opportunities for early intervention, preventing incidents from escalating by coordinating appropriate responses from on-site patrols, Estates, Wellbeing, or emergency services.
- Analyse behavioural patterns, crowd movement, and environmental conditions through surveillance to support the safety of events, protests, large gatherings, or peak campus periods.
- Assist in crime prevention by actively monitoring for suspicious persons, safeguarding concerns, trespass, theft risks, and any anomalies inconsistent with normal campus activity.
- Conduct reactive CCTV monitoring in response to incoming incidents, alarms, radio calls, or intelligence reports.
- Ensure all CCTV monitoring is conducted in compliance with legal, ethical, and policy frameworks, including GDPR, data protection principles, and university CCTV policies.



- Undertake retrospective CCTV reviews and evidence gathering to support investigations, disciplinary processes, safeguarding cases, and police enquiries.
- Log and report all significant CCTV observations, suspicious activity, faults, blind spots, and system issues to the appropriate departments for timely resolution.
- Maintain high levels of concentration and vigilance, rotating monitoring tasks when necessary to mitigate fatigue and uphold professional surveillance standards.
- Identify and report repeat offenders, patterns of behaviour, or hotspot locations, contributing to security intelligence, operational planning, and continual improvement of campus safety measures.
- Assist with routine checks of CCTV equipment, ensuring cameras, recording systems, monitors, and software are functioning correctly and reporting faults promptly.
- Support training and mentoring of security officers by highlighting best practices, sharing lessons learned from CCTV analysis, and helping develop situational awareness techniques.

Communication & Escalation

- Communicate with all internal stakeholders, including Campus Safety and Security Officers, Estates teams, 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 of a control room environment and values expected of the department and the University.
- 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.
- Escalate incidents promptly to the Campus Safety and Security Team Leader and where appropriate based on severity, risk, and procedural requirements, ensuring no delay in decision-making or intervention where safety, safeguarding, or operational continuity may be affected.

Alarm Monitoring

- Monitor all campus security alarm systems continuously, including but not limited to intruder alarms, panic alarms, door-forced alarms, fire panel



indications, environmental alarms, emergency phones and any other technical alerts integrated into the control room infrastructure.

- Respond to all alarm activations without exception, following established procedures, escalation protocols, and safety standards to ensure a consistent and compliant response.
- Coordinate the appropriate response by dispatching on-site security officers, maintenance teams, or emergency services when required, ensuring the protection of people, premises, and university assets.
- Escalate alarm activations promptly to line management, or external emergency responders when incidents indicate risk to life, property, or operational continuity.
- Ensure the safety of staff, students, visitors, and contractors during alarm-driven responses, prioritising communication, situational awareness, and risk based always decision making.

Operational

- Oversee and support the Campus Safety and Security Team Leader in 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.
- Oversee the daily security rotation, including allocation of officers to zonal positions, building posts, reception points, patrol routes, and specialist duties, ensuring that all areas of campus always receive adequate coverage.
- Coordinate break periods, handovers, and shift rotations, ensuring that service levels are maintained throughout and that no area is left unsecured or unsupported.
- Maintain continuous awareness of which security officers are on duty, their current location, enabling rapid effective response to emerging incidents.
- Respond dynamically to operational needs by redeploying officers in real time during incidents, events, high risk periods, building evacuations, welfare concerns, and other situations requiring additional coverage.
- Use control room tools, such as CCTV, radio communications, incident logs, and tracking systems, to monitor officer deployment, assess coverage, and ensure that patrol obligations and security tasks are fulfilled.
- Ensure that all patrols, checks, and campus sweeps are completed in accordance with standard procedures, schedules, and risk-based requirements, including locks, unlocks, building security checks, and hotspot monitoring. Support and conduct patrols when required.



- Support operational readiness by ensuring officers are equipped with the appropriate radios, PPE, keys, access credentials, and information needed to carry out their duties effectively.
- Cover duties as required by the Team Leader when required.

Front Office & Administrative Responsibilities

- Oversee the smooth operation of the Campus Safety and Security front office, ensuring that all interactions with staff, students, visitors, and contractors are professional, courteous, helpful, timely, and efficient, in line with departmental standards.
- Assist with managing the key sign in / sign out process, ensuring accuracy, accountability, and compliance with key security protocols, including issuing keys, logging returns, monitoring overdue keys, and escalating discrepancies to line management.
- Assist processing key requests in accordance with standard operating procedures, ensuring that all allocations are authorised, justified, and recorded appropriately within the key management system and procedures.
- Become proficient and ultimately act as a departmental subject matter expert in the use of access control systems, CCTV, Fire and key management systems, including (but not limited to) TRAKA, access card software, and electronic locking platforms.
- Administer contractor and visitor sign-in/out processes, ensuring all individuals are registered correctly, issued with appropriate access cards, and briefed on security procedures while on site.
- Assist managing tasks related to lost ID cards, including identity verification, issuing replacement cards, updating access permissions, and maintaining accurate audit trails for all ID related activities.
- Administer and record all items of lost property, ensuring secure storage, accurate logging, attempts to reunite property with owners, and compliance with departmental timeframes and disposal procedures.
- Respond to a wide range of general queries, providing directions, guidance, security information, and assistance to staff, students, and visitors in a professional and customer focused manner.
- Support ID card production, including enrolment events, ensuring that cards are issued accurately, access permissions are configured correctly, and that users receive appropriate guidance on card usage and responsibilities.



- Action all security related Helpdesk requests received via the MICAD system or other digital platforms, ensuring timely updates, accurate recordkeeping, and effective communication with relevant departments.
- Ensure that all administrative duties, including logs, reports, access requests, key movements, visitor records, asset updates and inventory lists are recorded accurately, stored securely, and compliant with university policies and data protection regulations.
- Support the maintenance of front-facing security documentation, such as visitor information, contractor briefings, emergency contact lists, access control forms, and standard operating procedures.
- Contribute to the overall professionalism and organisation of the Campus Safety and Security front office by maintaining a clean, orderly workspace and ensuring that all administrative systems operate smoothly and consistently.

Training

- The post holder is expected to undertake all required training as directed by the Campus Safety and Security Team Leader, Campus Safety and Security Management Team or the University, ensuring full compliance with university and departmental standards, operational procedures, and legislative requirements.
- 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.
- Attend mandatory HR and compliance-related training, keeping up to date with College Policy, Employment Law, Equality & Diversity standards, GDPR, and information governance.
- Maintain a level of operational competence that meets the professional standards expected by the College, proactively refreshing skills and knowledge as required.
- Support the training and development of other members of the Security Team by providing guidance, mentoring, coaching, and knowledge-sharing, particularly in control room operations, incident response, alarm handling, and CCTV surveillance best practice.
- Participate in scenario-based exercises, multiagency drills, tabletop training sessions, and campus-wide emergency simulations to strengthen response readiness and collaborative working.

Other:



- The nature of the role is such that it is essential the post holder must maintain a good level of physical fitness to effectively to coordinate 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.
- 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 post holder will be required to attend and perform any other reasonable duties, as required, at all University locations.
- 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 level or higher	A,I, C
SIA CCTV Licence & SIA Door Supervisor License or prepared to achieve certification within 3/6 months of appointment.	A,C
Emergency First Aid at Work	A,C
Desirable Criteria 1 - Qualifications	
Customer service Level 1 or 2 certificate or prepared to achieve certification within 3/6months of appointment.	A,I,C
First Aid at work Level 3 certificate or prepared to achieve certification within 3/6 months of appointment.	A,I,C,T
Mental Health First Aid or prepared to achieve certification within 3/6 months of appointment	A,C
Safeguarding Level 1 or prepared to achieve certification or prepared to achieve certification within 3/6 months of appointment	A,C
Essential Criteria 2 - Experience	
Experience with supporting individual in distress, ability to recognise signs of mental concerns and ability to follow safeguarding procedure and escalate concerns	A,I
Able to demonstrate proven leadership skills in Higher Education or other sectors.	A, I



Experience in security operations, control room monitoring, or emergency response.	A, I
Experience of managing security systems, e.g. Access Control, CCTV, Fire Alarm Panels, patrol software	A, I, T
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.	A, I, T
Essential Criteria 3 – Knowledge	
Knowledge of Data Protection Act (DPA) and UK GDPR requirements related to surveillance.	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	
Good working knowledge of IT e.g. Microsoft outlook, work, excel	A, I, T
A good level of physical fitness to lead and supervise emergency responses and ability to access all parts of campus	A, I, T
Highly reliable, professional, and ethical person	A, I
Confident decision-maker with strong problem solving skills	A, I
Able to lead a team and make key decisions independently of management when required	A, I
Team oriented with the ability to take command when required	A, I
Empathetic and supportive when dealing with welfare and wellbeing incidents	A, I
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 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.

