

Campus Safety and Security Operations Manager

Department:	Estates and Facilities
Grade/ Salary:	Grade 7, £44,753 - £49,738
Contract Type:	Permanent/Full Time
Hours:	35hrs per week Mon to Fri and some weekends
Location:	Goldsmiths University, New Cross, London and 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

Estates and Facilities is a specialist directorate within the University with an overall staff of approximately 100. It maintains and supports the University and its changing needs in respect of the following disciplines:

- 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
- procurement
- 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.

The main functions of Estates and Facilities are:

- To advise on strategy to optimise the use of the estate and to meet the future requirements of the institutional/corporate plan;
- To procure development projects as approved;
- To manage and keep under review, property agreements, leases etc;



- To liaise with external bodies, as appropriate concerning the estate;
- To maintain buildings, services and grounds in safe condition and fit for purpose;
- The provision of timetabling services to maximise space utilisation.
- To operate support services which meet agreed Service Level Standards;
- To monitor effectively all financial activities to ensure departmental compliance with University's financial regulations and procurement procedures;
- To adopt value for money solutions in all aspects of activities;
- To develop, maintain and implement policies and procedures to effectively manage the estate and its services;
- To identify and meet current and emerging 'customer' requirements;
- To ensure that all work and services for which it is responsible, are undertaken in a safe manner;
- To provide all of its staff with the necessary training and support to effectively undertake their work and promote personal development;
- To provide a facilities management function for the delivery of portering, cleaning, security, post room, central stores and telephone services.

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 and to deliver a service in a professional and integrated way.

Job description



Reporting to: Head of Campus Safety and Security

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

Hours: The postholder will normally work Monday to Friday on flexible working hours. however, there will be a requirement to work occasional evenings and weekends in line with operational and business needs. You will be part of a team of four Campus Safety and Security Team leaders. Eight Campus Security Control Team Officers and twenty-two Campus Safety and Security Officers.

Summary:

The Security & Wellbeing Operations Manager is responsible for leading, developing, and continuously improving the University's operational security service to ensure a safe, secure, and supportive environment for students, staff, visitors, campus assets and properties.

They are responsible for managing the University's security operations and maintaining an excellent standard of security provision across all Goldsmiths campuses to ensure the safety and wellbeing of students, staff and the wider Goldsmiths community.

In this capacity, the Security & Wellbeing Operations Manager serves as the operational lead for university emergency preparedness, incident response, incident management, and stakeholder engagement. They oversee daily security activities, help develop and enforce security policies and procedures and ensure that robust physical and technological security measures are in place across the entire university estate.

The role also carries senior managerial responsibility for ensuring that excellent standards of service and professionalism are consistently achieved and maintained. This includes acting as the top tier of management oversight for staff performance, personal development, and the team's health and safety obligations.



Objective:

Working as part of the Estates and Facilities Security Division, to ensure the effective management of the security team. 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:

- Oversee and manage daily operations of Goldsmiths' campus security team, including shift management, staffing rotas, payroll, overtime, budget and resource allocation, patrol coordination, incident response and staff performance.
- Manage campus security systems effectively, keeping system downtime to an absolute minimum in accordance with expectations and contractual agreements.
- Organise, lead, and actively participate in regular KPI review meetings with security suppliers and contractors, ensuring performance standards are met, issues are addressed promptly, and continuous improvement actions are identified and implemented.
- Manage, develop and implement crime reduction and prevention initiatives.
- Manage, develop and implement parking controls and visitor management systems and protocols.
- Plan and coordinate security operations for events.
- Develop KPIs, review performance, and deliver improvements where needed.
- Review, produce, monitor and analyse reports as required.
- Responsible for ensuring that all staff within security services are appropriately appraised and developed through individual PDRs.



- Ensure that effective communication takes place throughout all levels of the service and that appropriate arrangements are in place for regular management and team meetings.
- Build strong relationships with internal and external partners including police, emergency services, and local authorities.
- Lead the development of security protocols, procedures, best practice, and service evolution to meet emerging risks.
- Help develop, maintain and implement security policies..
- Conduct audits, inspections, and risk assessments to ensure full compliance with legislation and university standards.
- Deliver excellent customer care and contribute to a positive student and stakeholder experience.

Leadership

- Provide operational leadership for all university security functions.
- Be the university lead in relation to security advice and support for all university security related matters.
- Manage and develop Campus Wellbeing & Security staff, ensuring effective performance, motivation, and compliance with HR policies and security procedures.
- Ensure policies, procedures, and safety standards are consistently applied across campus.
- Develop security plans in support of the security service strategy, identifying resources, targets and measurement of success. Manage the effective implementation of these plans, reviewing achievements against the identified standards and benchmarks and adapting objectives.
- Develop and implement a programme of continuous improvement.



- Manage Campus Safety and Security Team Leaders, Campus Security Control Team, Campus Safety and Security Officers, and Front of House teams.
- Support the strategic aims of the Security Services section as required.

Risk Assessment & Threat Management

- Conduct regular risk assessments and audits across campus buildings and spaces.
- Identify vulnerabilities and recommend mitigation strategies.
- Monitor internal and local crime trends and adjust security awareness and measures proactively.
- Develop and provide Red, Amber, Green (RAG) weekly/monthly threat-based intelligence reports.
- Develop and maintain security risk registers.
- Lead, create, support and deliver regular security briefings to staff, ensuring all team members are informed of current risks, incidents, operational priorities, and relevant policies and procedures.

Incident Response & Emergency Management

- Help develop, maintain and implement emergency response procedures tailored to the university environment.
- Lead responses to security incidents in partnership with Estates and other University departments, police, emergency services and third-party contractors as required.
- Prepare incident reports, and brief Head of Campus Safety and Security and Senior Estates Personnel with accurate and timely information.
- Attend Crown and Magistrates Court as a witness if necessary and to give evidence.
- Conduct emergency drills and test readiness across the campus community.



Investigations

- Produced, manage and carry out thorough investigations into incidents, breaches, and operational issues.
- Provide evidence-based reports, recommendations and implement mitigation plans.
- Use investigation outcomes to drive continuous improvements and deliver targeted training.

Security Technology & Infrastructure

- Oversee operation and maintenance of security systems such as CCTV, alarms, access control, and communication systems.
- Support deployment of new technologies and ensure compliance with best-practice standards.
- Support with the planning, development and implementation of security related projects.
- Support with the lifecycle management of security equipment.
- Manage stock control processes for security equipment and assets, including the monitoring, replenishment, and maintenance of critical spares to ensure operational readiness and minimise service disruption.

Training & Development

- Recruit, train, and mentor security personnel.
- Develop, coordinate, and implement staff training programmes as required, ensuring all team members possess the knowledge and skills necessary to fulfil their responsibilities to the expected standard.

Deputising



Athena
SWAN
Bronze Award



- Cover for the Head of Campus Safety and Security when required, ensuring continuity of operations and maintaining leadership resilience within the department.

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 lead and manage incident responses, and to ensure they can access all areas of the campus and its buildings within reasonable timeframes during incidents and emergencies.
- The post holder is expected to undertake all required training as directed by the Head of Campus Safety and Security 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 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.
- Support the training and development of other members of the Campus Safety and 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.
- 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 attend and perform any other reasonable duties, as required, at all University locations.
- 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	
Level 3–5 qualification in Security, Risk Management, or Leadership/Management (or equivalent experience)	A,C
IOSH Managing Safely/ IOSH Working Safely	A,C,
SIA Licence (Door Supervisor) or prepared to achieve certification within 3/6 months of appointment	A,C
Desirable Criteria 1 - Qualifications	A,C
Institute of Strategic Risk Management (ISRM) Certifications or equivalent	A,C
Mental Health First Aid or prepared to achieve certification within 3/6 months of appointment	A,C
Safeguarding Level 2 / 3 or prepared to achieve certification or prepared to achieve certification within 3/6 months of appointment	A,C
Essential Criteria 2 - Experience	



Significant experience managing security services	A, I
Significant experience working in a management position, managing manned guarding teams, operating across 24/7 shift patterns, including the development of an effective team.	A, I
Experience of managing security systems, e.g. Access Control, CCTV, Fire Alarm Panels, patrol software	A, I
Experience of managing external contracts from third party suppliers	A, I
Proven budget/Financial management experience	A, I
Experience of development and implementation of security strategies and plans	A, I, T
Experience of planning events incorporating VIP/Protected persons.	A, I
Demonstrable record of career development	A, I
Experience in liaising with emergency services, managing local relationships with the Police and other security contacts	A, I
Desirable Criteria 2 - Experience	
Experience of Implementation of innovation and improvement projects	A, I
Experience of Implementation of innovation and change management	A, I
Demonstrable experience of managing a large team	A, I
Experience in work planning and management, creation of work involving several buildings	A, I
Experience of working in a management position in higher education	A, I
Experience of creating and managing training programs and the development of the team	A, I
Essential Criteria 3 – Knowledge	
Good working knowledge of H&S as it relates to the security function	A, I
Excellent working knowledge of IT e.g. Microsoft outlook, work, excel	A, I, T
Understanding of legislation as it affects the security service	A, I, T
Good understanding of Manned Guarding	A, I
Desirable Criteria 3 - Knowledge	
Trained in and working knowledge of FM H&S	A, I



An awareness of issues surrounding the student experience.	A, I
Essential Criteria 4 - Skills	
Ability to carry out Security risk assessments and make recommendations to senior management, assessing level of risk in terms of wider issues.	A, I, T
Ability to work independently, flexibly, and professionally – dealing with stressful and changeable situations	A, I
Ability to write detailed incident report in a professional manner	A, I, T
Excellent attention to detail Outstanding communication and interpersonal skills.	A, I
Thorough and analytical with an eye for detail.	A, I
Pro-active problem solver.	A, I, T
Ability to prioritise work within a context of competing demands	A, I
To be competent in the use of IT skills and equipment	A, I
Be able to analyse data and reports in terms of trends emerging to inform decisions on cost effective deployment of staff, CCTV etc	A, I, T
Desirable Criteria 4 - Skills	
Good negotiating skills	A, I
Good troubleshooting skills	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.

