

Campus Safety and Security Officer

Department:	Estates and Facilities
Grade/ Salary:	Grade 3
Contract Type:	Permanent
Hours:	19:00 to 07:00 rotational shift work (Night Shift)
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.



- 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



Job description

Reporting to: Campus Safety and Security Team Leader

Reports: None

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

Summary:

The Campus Safety and Security Officer play a key role in supporting the delivery of a high-quality, professional security service across the Goldsmiths campus. The post holder will contribute to ensuring a safe, secure, and welcoming environment for students, staff, visitors, and stakeholders, while upholding Goldsmiths' values, policies, and commitment to equality, diversity, and excellent customer service.

Main duties:

Maintaining Campus Safety and Security

- Provide a visible security presence to deter crime and reassure the campus community.
- Patrol university buildings, residences, and grounds including surrounding streets in accordance with security procedures and patrol schedules, on foot or by vehicle.
- Issue Red Card warnings in instances where offices and buildings are found unsecured.
- Monitor access to campus facilities and challenge unauthorised access when required.
- Identify and report suspicious activity proactively, effectively and promptly to the Security Control Room.
- Enforce University regulations and support student conduct procedures where appropriate.

Access Control and Building Management

- Open, secure, and lock buildings in line with academic and operational needs, including assistance with the opening and closing of classrooms for staff and students.



- Issue keys, access cards, and temporary IDs in accordance with procedures.
- Monitor entrances, receptions, and restricted areas, control access to buildings and respond to requests for opening and securing facilities.

Incident and Emergency Response

- Respond to alarms, CCTV alerts, and reported incidents promptly and professionally.
- Take initial control of incidents until Campus Safety and Security Team Leader and management arrives and assist with incident and accident management, including the completion of relevant reports and notebooks.
- Deal with incidents calmly and professionally, escalating to Campus Safety and Security Control Team staff or emergency services when appropriate and in accordance with established procedures.
- Undertake physical intervention, strictly as a last resort and only when trained and authorised, to safeguard individuals and property, required to manage incidents safely, proportionately, and lawfully complying fully with university procedures and relevant legislation.
- Liaise with emergency services when required to support effective incident and crisis management.
- Act as first responder to all incidents and emergencies such as but not limited to:
 - Lockdowns, Evacuations and Invacuations
 - Fire alarms and lift entrapments
 - Medical incidents including first aid incidents
 - Welfare and wellbeing crises
 - Serious crime or disorder, Violent incidents, threats, or safeguarding concerns
 - Bomb threats or suspicious packages
 - Panic alarms and duress situations
 - Intruder activations and unlawful entry
 - Protests, demonstrations, or crowd-related events
 - Floods, leaks, infrastructure failures, or environmental hazards



- Lift entrapments and mobility-related assistance

Incident Reporting and Documentation

- Complete incident, accident, and witness reports accurately and in a timely manner.
- Escalate concerns to supervisors or management as appropriate.
- Preserve evidence and maintain confidentiality.

Monitoring and Control Room Support

- Provide operational support for the control room when required, monitoring CCTV, alarms, radios, and security systems.
- Support front office and administrative tasks when required, including issuing ID cards, keys, contractor and visitor passes.
- Always Maintain clear communication with the Security Control Room and respond to all radio communications quickly and effectively.
- Keep accurate logs and records of patrols, incidents, and equipment use.

Welfare and Safeguarding Support

- Respond sensitively to welfare concerns involving students or staff.
- Support vulnerable individuals and escalate safeguarding concerns appropriately.
- Work collaboratively with student services, residences, and support teams.

Supporting University Operations

- Support events, examinations, graduations, and late-night activities.
- Work flexibly across shifts, including nights and weekends.
- Cover for Campus Safety and Security Control Team staff when required.
- Undertake other reasonable duties to support the effective operation of the University.



Customer Service and Community Engagement

- Act as a first point of contact for students, staff, and visitors.
- Deliver a customer-focused service, offering assistance, information, and reassurance to students, staff, and visitors.
- Provide directions, advice, and reassurance in a calm and professional manner.
- Promote a welcoming, inclusive, and safe campus environment.

Training

- 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.
- 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 Campus Safety and Security Team by providing guidance, mentoring, coaching, and knowledge-sharing.
- Participate in scenario-based exercises, multiagency drills, tabletop training sessions, and campus-wide emergency simulations to strengthen response readiness and collaborative working.

Health & Safety Responsibilities

- Be responsible for your own safety as well as others.
- Carry out fire safety checks, disabled refuge point checks, and safety inspections in accordance with procedures and department expectations.
- Report hazards, defects, and maintenance issues via approved systems.



- Follow Health & Safety policies and safe working practices.

Equipment and Professional Standards

- Operate security equipment and personal protective equipment correctly.
- Maintain professional conduct, appearance, and communication at all times.
- Attend, participate in training, briefings and development activities and comply with legal, regulatory, and University policies.
- Support training, mentoring, and on-the-job guidance for new staff.
- Promote continuous improvement within security operations.
- Work collaboratively with colleagues, Estates teams, and external agencies.
- Ensure compliance with policies, procedures, and codes of practice.
- Ensure work areas are kept clean, tidy, and well-organised.
- Support the delivery of objectives set out in the University's Security Policy.

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 respond to all incidents on campus 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 the post holder will have the ability to work across campus and be deployed to different campus locations at short notice to cover staff absence or support emergency situations.
- The nature of the role is such that the post holder will require annual medical checks.
- 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 candidate will attend Crown and Magistrates Court as a witness if necessary and to give evidence.
- The post holder will be required to attend and perform any other reasonable duties, as required, at all University locations.
- 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.
- Candidate will need to obtain the required SIA license upon appointment.



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

Essential Criteria 1 - Qualifications	
Educated to GCSE level or equivalent	A, C
SIA Door Supervisor License or prepared to achieve certification within 3/6months of appointment	A,C,
Desirable Criteria 1 - Qualifications	
SIA CCTV Licence	A,C
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 of working in a security, customer service, or public-facing role.	A, I
Experience of liaising with emergency services	I
Experience dealing calmly and professionally with challenging or unexpected situations.	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
Desirable Criteria 2 - Experience	
Experience of using security systems e.g. access control, CCTV, Fire Panels and patrol devices	A, I
Experience in working across several buildings	A, I
Experience of working in higher education	A, I
Essential Criteria 3 – Knowledge	
Good working knowledge of H & S as it relates to the security function	A, I
Basic knowledge of IT e.g. Microsoft outlook, work, excel	A, I, T
Understanding of the importance of security, safety, and customer service.	I
Awareness of equality, diversity, and inclusion principles in a public environment.	A, I
Desirable Criteria 3 - Knowledge	
An awareness of issues surrounding the student experience.	A, I
Essential Criteria 4 - Skills	
A good level of physical fitness to respond to emergency and incidents and ability to access all parts of campus in a timely manner	A, I, T
Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations	A, I
Good verbal and written communication skills and competent in completing written reports and maintaining accurate records.	A, I
Ability to Work independently and as part of a team	A, I



Ability to prioritise own work	A, I
Desirable Criteria 4 - Skills	
Good attention to detail	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.

