**Context**

The Sainsbury Wellcome Centre (SWC) Security Team is part of Facilities and Workplace Services and is responsible for ensuring the security and support of (SWC) premises, property, students, staff and visitors. This is achieved via a UCL Security framework contractor team providing the provision for manned guarding, security systems and locks and keys services via outsourced contracts. The security service partner has a contractual monthly meeting with the SWC facilities team and UCL Security Management Team. SWC has seen significant growth in terms of numbers in numbers of students and staff in recent years, and extensive. The Security Contract Manager will also collaborate closely with other SWC Heads of Department to address security measures, heightened risk and business continuity requirements. The role will include providing effective control measures and support for large scale events and lectures, including providing scenario training to

**Main purpose of the job**

The role holder will be responsible for leading and developing the SWC security team, who are the first point of contact for everyone entering the SWC building. The Security Contract Manager will ensure that, at all times, the team provide professional and courteous interactions with SWC staff, visitors and members of the public. They will have an essential role in maintaining and developing security processes at this active, 24/7 research institute. They will be part of the on-call rota, responding to incidents as appropriate and ensuring that day and night security teams are engaged and developed.

The SWC Security Contract Manager will assist the SWC Head of Building Facilities & Compliance and provide updates to UCL’s Security Management Team, in managing the performance of their contracted services and to ensure all related compliance systems are in place and adhered to. They will audit and record performance, ensure all compliance systems are in place and adhered to and key performance indicators are monitored and recorded.

**Duties and responsibilities**

- Meet on site with team members, in particular at shift-changes, ensuring familiarity with all team members, and assessing and supporting both day and night services.
- Work with the Communications team to support SWC events, including monitoring and registering attendees.
- Actively monitor and record performance of the contracted services of manned guarding, security systems maintenance and locks and keys, to ensure performance meets the
contractual agreement and is following agreed specifications and SLAs.

- Provide and maintain up to date Security Risk Assessments
- Review and assess all processes and documentation supplied by the contracted service providers in order to ensure compliance and report findings to SWC Head of Building Facilities & Compliance.
- Conduct internal audits and reviews of service delivery and prepare reports of compliance of operations and progress and compile daily reports on all observations. Make recommendations to the Head of Building Facilities and Compliance for improvements and assist in implementation.
- Monitor industry changes, trends, and best practices and assess the potential impact of these changes on departmental processes.
- Audit and report on the planned preventative maintenance work of our security systems contractors, ensuring that scheduled works are completed according to the relevant standards.
- Identify opportunities for service improvements and innovations, including working in collaboration with service providers to deliver.
- Provide specialist support & input to designs and future operating strategies of new builds and acquisitions. This includes management of main Building Contractor Security measures.
- Liaise with SWC Head of Building Facilities & Compliance on matters relating to services and performance, to ensure that the service providers are aware and respond to UCL Security’s priorities.

Development, training and networking

- Act as the main point of contact for UCL Security team, including attending regular meetings. Escalate discussions / decisions to SWC Head of Building Facilities and Compliance as necessary.
- Provide scenario-based training.
- Support and develop Security Team members, including training delivery (for example in new communication platforms) and actively seeking and supporting opportunities to expand skills and contributions to the SWC.
- Establish and maintain a network of relationships with key stakeholders in the Schools, Faculties and Departments and external Fitzrovia stakeholders.

General

- Carry out any other duties within the scope, spirit and purpose of the job as requested by the line manager.
- Actively follow and promote all UCL policies including those on Equality, Diversity and Inclusion.
- Maintain an awareness and observation of Fire and Health & Safety Regulations.
- There may, on occasion, be a requirement to work extended hours.
- Follow and actively promote the UCL Ways of Working.
- This job description may be reviewed and be subject to amendment in consultation with the post holder.
- All staff are expected to act professionally, co-operatively and flexibly in line with the post.
- UCL’s Sustainability policies and objectives, attend management meetings and undertake such training and development as may be required for the post.

Line management and Leadership

- Provide clear guidance and expectation on assignment instructions for the daily, weekly monthly tasks.
- Monitor team resourcing on a monthly basis
- Act as main point of contact with the Security contractor, including attending monthly meetings to discuss resourcing, processes and requirements.
- Chair and participate in regular meetings to discuss objectives and issues, priorities and improvement initiatives.

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The above description is not exhaustive, and the post-holder will be required to undertake any other duties as may reasonably be requested within the scope, spirit, and purpose of the post.
## Person Specification

Applicants should copy and paste the following essential criteria (which are assessed on the application form) into the “Statement in support of your application” and describe underneath each criterion how they meet it, giving examples.

<table>
<thead>
<tr>
<th>Essential Criteria</th>
<th>Assessment method (Application/Interview/Practical Test)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Qualifications, experience and knowledge</strong></td>
<td></td>
</tr>
<tr>
<td>A qualification in contract management and experience of managing the performance of contracted services</td>
<td>Application/Interview</td>
</tr>
<tr>
<td>Experience of leading and developing a team.</td>
<td>Application/Interview</td>
</tr>
<tr>
<td>Proven experience in public facing security services.</td>
<td>Application/ Interview</td>
</tr>
<tr>
<td>Proven experience in managing and escalation of security incidents that affect Business as Usual.</td>
<td>Application/ Interview</td>
</tr>
<tr>
<td>Ability to evaluate risks associated with the building and external boundaries.</td>
<td>Application/ Interview</td>
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<tr>
<td>Experience in carrying out audit and record performance to ensure all compliance systems are in place.</td>
<td>Application/Interview</td>
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<tr>
<td>Experience of leading security measures for public events.</td>
<td>Application/Interview</td>
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<tr>
<td><strong>Skills and abilities</strong></td>
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<tr>
<td>Experience in management of intercom, EACS and CCTV with planned maintenance contracts.</td>
<td>Application/Interview</td>
</tr>
<tr>
<td>Excellent planning and organisational skills</td>
<td>Application/ Interview</td>
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<tr>
<td>Strong interpersonal skills with an ability to communicate effectively with UCL staff and managers, service provider staff and management, students and visitors.</td>
<td>Application/ Interview</td>
</tr>
<tr>
<td>Good IT skills with an ability to utilise systems supporting the management of security services.</td>
<td>Application/ Interview</td>
</tr>
<tr>
<td>Ability to work flexibly and respond to changing demands and priorities.</td>
<td>Application/ Interview</td>
</tr>
<tr>
<td>Ability to work independently and make decisions.</td>
<td>Application/ Interview</td>
</tr>
<tr>
<td><strong>UCL Ways of Working</strong></td>
<td></td>
</tr>
<tr>
<td>Personal Excellence: Taking pride in delivering an excellent service to colleagues, students, partners and the wider community.</td>
<td>Interview</td>
</tr>
<tr>
<td>Working Together: Keeping colleagues, students, partners and wider communities informed</td>
<td>Interview</td>
</tr>
<tr>
<td>Achieving our Mission: Managing multiple projects, leading regular reviews and making changes where necessary</td>
<td>Interview</td>
</tr>
<tr>
<td><strong>Desirable Criteria</strong></td>
<td></td>
</tr>
<tr>
<td>Applicants should copy and paste the following desirable criteria into the “Statement in support of your application” under the Desirable criteria section and describe underneath each criterion how they meet it, giving examples.</td>
<td>Application</td>
</tr>
<tr>
<td>Desirable criteria will only be scored if there is a tie break for shortlisting.</td>
<td></td>
</tr>
<tr>
<td>Experience of managing budgets, issuing purchase orders and invoicing.</td>
<td>Application</td>
</tr>
</tbody>
</table>
Other benefits
UCL is a dynamic, global university based in one of the most exciting capital cities in the world. Not only does working at UCL offer the opportunity to work with some of the greatest intellects in the world, it also offers competitive terms, conditions and benefits to its staff.

As part of the UCL community you can access free lunch hour lectures, exhibitions and museums and collections. On campus UCL has the Bloomsbury theatre hosting a range of performances and a series of bars, cafes, and other facilities, which UCL staff can use.

In addition to 41 days annual leave (inclusive of public holidays and closure days) and generous pension schemes, UCL provides a number of other staff benefits which are linked from the page below:

- [https://www.ucl.ac.uk/human-resources/pay-benefits/staff-benefits](https://www.ucl.ac.uk/human-resources/pay-benefits/staff-benefits)

UCL benefits and policies apply equally, whatever the sexual orientation and/or gender identity of employees. Benefits and policies relating to employees partners, includes both different sex and same sex partners.

Apply

To apply for this position visit: [ucl.ac.uk/work-at-ucl/search-ucl-jobs](ucl.ac.uk/work-at-ucl/search-ucl-jobs)

Please complete the online application form and use the supporting statement section to outline your interest in joining SWC and how you meet the essential and desirable criteria for the role.

If you have any queries regarding the application process, please email: swc.hr@ucl.ac.uk

For informal enquiries about the role please contact: Doug Ward, SWC Head of Building Facilities & Compliance on d.s.ward@ucl.ac.uk

All candidates will be notified of the outcome of their application.

Probation
Appointments are subject to receipt of satisfactory references and a probationary period of 9 months.

Annual leave
Annual leave is 27 working days for a full-time member of staff + 6 UCL closure days in addition to 8 Bank Holidays.

Pension
Post-holders will be eligible to join the Universities Superannuation Scheme (USS), subject to the Scheme's rules and eligibility conditions.

Hours of Work
UCL's full time working week is 36.5 hours per week. SWC is willing to consider flexible-working arrangements, subject to discussion and agreement with your line manager.

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About Sainsbury Wellcome Centre

The Sainsbury Wellcome Centre (SWC) brings together world-leading scientists to investigate how brain circuits process information to generate perception, form memories and guide behaviour. Developed through the vision and partnership of the Gatsby Charitable Foundation and Wellcome, and with substantial investment from these partners, the mission of the SWC is to generate experimentally testable theories of brain function.

The Centre comprises 12 highly interdisciplinary experimental research groups accommodated in a new, purpose-designed building, offering an outstanding and unparalleled research environment. SWC scientists use a broad spectrum of the latest advances in molecular and cellular biology, imaging, electrophysiology and behavioural techniques and enjoy state-of-the-art research laboratories, cutting-edge scientific equipment, technologically advanced prototyping and fabrication laboratories and custom in-house high-performance computing facilities.

SWC is part of the UCL School of Life and Medical Sciences (SLMS). SLMS brings together four UCL Faculties to create one of the largest and most prestigious aggregations of academics in biomedical, life and population health sciences worldwide. The School has a global reputation for teaching, informed by cutting-edge research. SWC is most closely linked with the Faculties of Brain Science and Life Sciences, and is aligned administratively with Life Sciences. The Faculty of Life Sciences leadership team works closely with the SWC leadership to support and enable their mission and facilitate research excellence.

Further details about UCL can be found at www.ucl.ac.uk.

Professional Services at the Sainsbury Wellcome Centre

SWC has a specialist and experienced professional services team. It is structured to efficiently support research activity and deliver effective management and operational leadership of the SWC. SWC prides itself on offering a high quality administrative, technical and operational support function, and fully supports the professional development and progression of its staff, actively encouraging colleagues to learn new skills and broaden their experience. The SWC is supported in this aim by UCL’s Organisational Development team who run a wide range of training programmes for all staff types and grades.

Work Environment

SWC offers staff an award-winning work environment in the heart of Fitzrovia with an on-site brasserie, access to lockers and changing facilities, secure bicycle storage, and access to pleasant outdoor spaces. The Centre also offers the full range of UCL staff benefits, including a generous annual leave entitlement, occupational pension schemes, excellent family-friendly policies such as occupational shared parental pay, a work-life balance policy, and a range of financial benefits such as a season ticket loan scheme and staff discounts.

Accreditations

The Sainsbury Wellcome Centre and Gatsby Computational Neuroscience Unit recently received an Athena Swan Bronze Award. Find out more about our commitment to promoting gender equality.

SWC recently received full accreditation from the Association for Assessment and Accreditation of Laboratory Animal Care (AAALAC) International. Find out more about our commitment to supporting a culture of care.