

SUSU's vision is that: **Every student loves their time at Southampton.** We exist to:

- Help students find friendship groups.
- Help students complete their degree programmes.
- Give students a voice in the University and wider community.

Your role is contributing towards achievement of this vision is described below:

Main Purpose of Role:

- 1) **To help ensure the buildings and/or venues comply with relevant safety policies and legislation**
- 2) **To help keep SUSU spaces safe and welcoming for all students**
- 3) **To work with other members of SUSU staff and external stakeholders to ensure the general smooth running of events and spaces**

Responsible to: Deputy Venues Managers
Responsible for: N/A
Grade: Student Staff Level 3

Main Duties of the Role

To help ensure the buildings and/or venues comply with relevant safety policies and legislation

- Monitor the attendance in venues or at events to ensure that legal capacity limits are adhered to.
- Scan student ID cards upon entry to ensure only SUSU members and their guests are permitted entry unless explicitly stated otherwise in the event plan.
- Record the details of any guests being signed in by SUSU members and ensure that there is a maximum of two guests per member.
- Ensure that fire exits and walkways are kept clear from obstructions and hazards, and ensure they are secured to prevent unrecorded entries into the building/venue.
- Report any accidents or near misses immediately to the manager on duty.
- Record any entry refusals, on the relevant log and report to the manager on duty.
- Have a good working knowledge of the relevant risk assessments and event plan for each shift.
- Secure the venues/buildings including fire doors, stairwells, and corridors at the end of service, ensuring the buildings/venues are clear of people.
- Ensure the equipment needed to fulfil the role, such as metal detector wands, radios etc. are well maintained and report any faults to a manager.

To help keep SUSU spaces safe and welcoming for all students

- Help ensure that SUSU's zero tolerance policy is adhered to.
- Adhering to the training received for SIA (Security Industry Authority) qualification, intervene when required to protect the safety of SUSU members and guests in our spaces.
- Remove people from the premises/event when required, report this to the manager on duty and record the incident on the relevant log.
- Conduct regular safety checks of the bathrooms and other spaces associated to the event/venue.
- Distribute anti-spiking measures and other safety equipment as required.
- Stay up to date with relevant SUSU and universal safety campaigns and procedures such as Ask for Angela.
- Keep open lines of communication throughout the shift with the manager on duty using radios and face to face, including checking in with the manager on duty at the start of your shift.
- Ensure that lost property is dealt with as per the SUSU procedure.
- Welcome students in a professional and friendly manner.
- Support and assist students with any enquiries through a good working knowledge of the Union and the surrounding area.

To work with other members of SUSU staff and external stakeholders to ensure the general smooth running of events and spaces

- Assist SUSU teams including Social Enterprise, Events and Facilities with the set up and pack down of events as required and help with the close of the Venues at the end of each shift.
- Report student feedback received to the relevant member of SUSU staff.
- Undertake any reasonable task on shift that is asked of you by the manager on duty to aid the efficient running of the event.
- Work alongside external security contractors at larger scale events, ensuring that SUSU policies are adhered to and helping maintain a good working relationship with the contractor.
- Work effectively with safety bus drivers to help ensure the smooth running of that service and that the people using it have a safe and enjoyable experience.

Contribute to the overall effectiveness of the Union by

- Participating in and driving personal learning and development.
- Attending all meetings and training events, as required.
- Ensuring that statutory and legal obligations are met.
- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departments Operational Plan.
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental.
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary.
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post.

Person Specification

We have described below the range of experience, qualifications, knowledge, skills, and attributes we are looking for. We will use this to manage our selection process and to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Relevant experience in a similar role.		X
Hold or be willing to obtain relevant SIA qualification	X	
Calm under pressure and able to cope with conflict	X	
Excellent communication and interpersonal skills.	X	
Reliable, willing, and able to work on a consistent basis.	X	
Excellent time management.	X	
Great organisational skills	X	
Awareness and appreciation of exceptional customer service.	X	
A passion for helping other students enjoy their university experience safely.	X	
Understanding of working safely.	X	
Ability to learn new skills.	X	
Commitment to and knowledge of equal opportunities – including equality, diversity and inclusion.	X	
Commitment to and passion for the values and purpose of a Students' Union, including the ability to work in a student led environment.	X	
Commitment to and an understanding of environmental issues and Health & Safety.	X	

Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.