



LIVERPOOL
HOPE
UNIVERSITY

1844

Recruitment Pack

CAMPUS DUTY MANAGER (Internal Applicants Only)

Job Reference: 1CAS1

Closing date: Monday 22nd September 2025 at 12noon

www.hope.ac.uk





POST: Campus Duty Manager

STARTING DATE: As soon as possible.

SALARY RANGE: £28,778 to £32,080 per annum, plus shift allowance.

TYPE OF CONTRACT: Full-time, Permanent.

WORK PATTERN: Hours of work are based on 35 hours per week on a flexible shift pattern across all campuses.

REPORTS TO: Campus Managers

The Post

Liverpool Hope University is special institution, grounded in history and driven by a values-led approach to educational delivery.

Working across all University sites, this role will involve supervising a team of Campus Officers to ensure the provision of a safe and secure environment for the University community. Hours of work are based on 35 hours per week on a flexible shift pattern across all campuses.

The role holder will be responsible for the Campus Services team whilst on shift, ensuring they contribute to the best possible care of students, staff and visitors by carrying out visible patrols and dealing with incidents and emergencies as required.

Candidates should have significant security experience, excellent customer services skills, be able to provide accurate and detailed written reports and be familiar with the operations of the security lodges and the workings of the Campus Services team.

Job Description/Key duties of the post

Job Title	Campus Duty Manager	Code	1CAS1
Subject/Service Area	Campus Services		
Reports to	Campus Managers		
Accountable To	Estates Services Manager Executive Director of Finance, Services and Resources		
Purpose of Job			
<ul style="list-style-type: none">Line management for a team of Campus Officers which operate a 365 day 24/7 service to ensure a secure, safe and pleasant environment, for staff, students and visitors across all campuses.Manage all three university campuses out of core hours being the recognised point of contact to co-ordinate the appropriate response for any incidents and issues arising and to assist Campus Managers at other times.Co-ordinate the management of the University Campus Services			
Key Tasks / Responsibilities			
<ul style="list-style-type: none">Assist the running of the University Campus Services under the direction of the Campus Managers.Manage Campus Services, coordinating response to any issues and incidents that may occur out of core University hours across all campuses.Ensure the team provides the best possible pastoral care to all students in halls of residence. Supporting and assisting students with complex and sometimes life threatening mental health issues in line with the University's Residential Life structure and ensuring students receive emergency aid and ongoing support when needed.Develop a good working relationship between students and Campus Services.Work closely with and assist Senior Resident Tutors.Manage the response to any fire alarm activation and evacuations when required in line with Fire Evacuation procedures.Manage any emergency response required; (eg accidents, First Aid etc.) and liaise with Police, Fire Service and other agencies in an emergency and on all issues affecting security including high profile visits and events of all types.Comply with all relevant University policies and procedures in relation to Health and Safety.Take proactive responsibility for any situations and handle any problems that may arise during out of hours and escalate only when necessary.Directly manage their allocated team of Campus Officer including, holiday leave, rota changes, sickness absence, performance reviews etc.Oversee, and make regular visits to security staff at all three campuses.			

- Monitor residential student behavior and recommend discipline when required.
- Make accurate, and where necessary, detailed recordings of incidents/issues that occur via the use of CCTV and Bodycam footage and provide routine investigations and reports in a timely manner and to a consistent standard..
- Assist in the introduction and implementation of new operational procedures.
- Manage the CCTV system in line with the University's code of practice and report any faults to Estates. Undertake regular training in order to maintain an appropriate level of skills and understanding of the key tasks of the role.
- Manage and monitor all Alarm and Fire systems in the Lodge and report faults to Estates or where appropriate to the relevant contract companies.
- Deputise for Campus Managers in their absence

Work Performed (relating to key tasks)

- Ensure accurate, and where necessary, detailed recordings of incidents/issues and ensure these are communicated to the relevant department identifying any action/response required.
- Ensure high levels of customer care are adopted at all times
- Manage the activities within the Security Lodges, acting as the main point of contact for all enquiries and providing continuity of the service.
- Monitoring of all security systems i.e., fire, intruder, CCTV and be responsible for control and issue of all keys using key log. Report any incident or emergency shown on the CCTV screen.
- Ensure all visitors/callers arrive at Security Lodge and are issued with a Visitor/Contractor Pass.
- Manage emergency situations by coordinating contact/arrival of emergency services, liaising with/contacting relevant University staff.
- Support and assist students with complex and sometimes life threatening mental health issues. Working collaboratively with SRT's, Head of Residential Life, SDW and emergency services to ensure students receive emergency aid and ongoing support.
- Ensure a close working relationship with other campus support networks.
- Ensure all incident reports and patrol reports are written up accurately.
- Ensure Campus Officers are engaged on campus duties and that all procedures are carried out effectively by Campus Officers (e.g. radio procedures, room set ups, rubbish removal, opening and locking up procedures etc.). Ensure Officers conduct regular patrols of all campus grounds and halls of residences.
- Take day to day responsibility for team members' welfare and appearance. To report welfare and disciplinary matters to Campus managers without delay
- Issue, monitor and close completed "Helpdesk" job sheets.
- Provide hands-on assistance in all campus tasks when required.
- Deal with trespassers and liaise with Police to remove potential trouble makers.
- Drive university vehicles when required.
- Any other relevant duties commensurate with the grade as required.

Materials, resources & equipment to be used
Security Lodge systems CCTV Radio Equipment Body worn video camera PC Telephones University Vehicles First Aid
Regular Contacts (internal / external)
Internal Chief Operating Officer Estates Service Manager Campus Managers Head of Residential Life Wellbeing Assistants Director of Estates External Local community Police Visitors Emergency services VIP guests Contractors
Staff Reporting to Post holder
Campus Officers

Person Specification

Methods of Assessment: Application Form (A)
Interview (I)

	Essential (E) Desirable (D)	Method of Assessment
Education, Qualifications, Training		
Good general education – 5 GCSE's at Grade C or above including Maths and English or equivalent	D	A
First Aid at Work qualification	D	A
IOSH Working Safely qualification or similar Health and Safety qualification	D	A
Fire Safety Training	D	A
Evidence of continuing further education (eg. A levels, NVQ's; management/supervisory/leadership qualifications; degree	D	A
Full UK Driving License	E	A
Experience		
Experience of prioritising workloads with multiple demands	E	I
Experience of dealing with confidential and sensitive issues	E	A/I
Experience of working with students and/or the general public and delivering high levels of customer service and pastoral care in a professional and courteous manner	E	A/I

Experience of working within a security driven role, with demonstrable experience of providing leadership from within a security team driven environment	D	A/I
Proven knowledge of data / audit / security requirements (report and operational procedures) developed from experience gained from within a security driven role	D	A/I
Experience of liaising with Fire and Police services	D	A
Skills and Knowledge		
Good IT skills	E	A
Knowledge of Fire and Police procedures	D	A/I
Good verbal, numeracy and written communication skills (including ability to write accurate and succinct reports)	E	A/I
Any other requirements		
Commitment to the Mission and Values of Hope	E	A/I
Flexible and adaptable approach to work and colleagues	E	A/I
Ability to meet physical demands of the role without the need for reasonable accommodations, including: standing, walking, lifting, climbing, pushing, pulling, balancing, stooping and handling	E	I
Demonstrate an understanding of and commitment to Equality and Diversity	E	I

Contact for Queries

Dave Kerry
Estates Services Manager
Tel: 0151 291 3918
Email: kerryd1@hope.ac.uk

Conditions of service:

This post is based at all three campuses (Hope Park, Creative and Aigburth Park). However, you may be required to work in other areas of the University as and when required.

The post is permanent, subject to the normal probationary period of 12 months.

Salary scale for this post is Grade 5 (£25,778 to £32,080 per annum, plus shift allowance. New appointments will normally be made on the first incremental point of the advertised grade within the salary scale. In certain circumstances, it may be appropriate to offer a candidate a higher incremental point of the advertised grade. A higher salary will not be offered purely on the fact that it has been requested. Any starting salary above the first incremental point of the advertised grade must be justified and **supported by evidence**. Salary is payable monthly in arrears by bank giro credit on and around the 20th of each month.

The annual leave runs from 1st September to 31st August. Holiday entitlement is 28 days per year plus statutory Public Holidays and Liturgical days. This entitlement is pro-rated for part-time staff.

Further Information

Liverpool Hope University has two main teaching campuses – Hope Park in the Liverpool suburb of Childwall and the city centre Creative Campus.

We have invested more than £60 million in buildings and equipment over the past eight years and we are proud of our campuses. Stunning listed buildings sit alongside modern architecture, and with beautiful gardens and facilities, which make Liverpool Hope University a unique place to work and study.

Mission and Values

Liverpool Hope University is an ecumenical Christian Foundation, which strives:

- to provide opportunities for the well-rounded personal development of Christians and students from other faiths and beliefs, educating the whole person in mind, body and spirit, irrespective of age, social or ethnic origins or physical capacity, including in particular those who might otherwise not have had an opportunity to enter higher education;
- to be a national provider of a wide range of high-quality programmes responsive to the needs of students, including the education, training and professional development of teachers for Church and state schools;
- to sustain an academic community, as a sign of hope, enriched by Christian values and worship, which supports teaching and learning, scholarship and research, encourages the understanding of Christian and other faiths and beliefs and promotes religious and social harmony;
- to contribute to the educational, religious, cultural, social and economic life of Liverpool, Merseyside, the North-West and beyond.

Liverpool Hope's Values

Hope strives to meet the following values, which are integral to the fulfilment of its Mission:

- be open, accessible and inclusive,
- take faith seriously, being fully Anglican, fully Catholic, fully ecumenical, fully open to those of all faiths and beliefs,
- be intellectually stretching, stimulating, challenging,
- be hospitable, welcoming, cheerful, professional, full of Hope; creating supportive communities in aesthetically pleasing environments,
- be well-rounded, holistic, integrated, a team, a community of communities, collaborating in wider partnerships.

Equality and Diversity

Consistent with its Mission, Liverpool Hope strives to be a University where the individual and individuality matter. We hold students, staff and visitors in high regard and we seek to foster a working and learning environment that recognises and respects difference. All staff are expected to comply with the University's Equality and Diversity policies in the performance of their duties.

Health and Safety

Liverpool Hope University is committed to ensuring the health, safety and welfare of all staff at work and of students, visitors and others by continuous improvement in standards of health and safety. All staff are expected to comply with the University's Health and Safety policies in the performance of their duties

Sustainability

Liverpool Hope University is committed to enhancing the quality of its environment for its staff and students working and living at the University and the wider community; and aims to manage its operations in ways that are environmentally sustainable, economically feasible and socially responsible. All staff are expected to work in accordance with, and promote the University's sustainability practices.

Benefits of working at Liverpool Hope University

Liverpool Hope offers its employees a full range of benefits:

Pay and Pensions

- Competitive rates of pay defined using the HERA job evaluation scheme
- Pension schemes with generous employer contributions

Home and Family

- Generous Annual Leave Arrangement
- Opportunity for flexible working arrangements

Training and Development

- Induction training for all new staff
- Staff development opportunities

Health and Well-Being

- Hope Park Sports fitness suite and classes with discounted membership
- A range of food outlets with healthy eating options
- Staff counselling service
- Staff cycle scheme
- Support with lifestyle changes
- A range of social activities and groups
- On-site chapel, multi-faith prayer room and Chaplaincy
- Eye testing scheme

We also provide a variety of staff discounts ranging from reduced price Theatre tickets to discounts on beauty treatments.

Library services

Liverpool Hope's Library Service provides access to a wide-ranging collection of physical and online resources to support learning and research. The service also provides different types of study space across both campuses to support the wide range of learning styles and needs, from individual study rooms to group spaces, and from silent study to more relaxed social learning

Car Parking

All users of University car parks are required to pay for their use. The University has a scalable charging system for annual permits and pay and display facilities for occasional users.

We recruit staff nationally and internationally as we seek out the best to help build Hope for the future. If you join us, you will be doing so at an exciting and challenging time as we work to build a liberal arts inspired university of distinction in the UK.

How to apply

You can download the application form by the link below:

[How to apply](#)

Useful Links

www.hope.ac.uk/lifeathope/welcome

<https://www.hope.ac.uk/gateway/staff/peopleservices/>

www.hope.ac.uk/jobs





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