

Job Title	York SU Part-Time Door Supervisor/Streetwise Team Member
Reporting to	Safety and Logistics Manager
Place of Work	The University of York Students' Union
Hours of Work	0 hours contract, providing the flexibility to work around your studies
Contract length	September 2024 - June 2025

Introduction

Doorsafe is an on-campus security service delivered by the University of York Students' Union. It exists to support specific event focussed security and student safety across campus and adheres to the requirements of the security industry authority (SIA) which is the organisation responsible for regulating the private security industry. For this role an SIA front line door supervisor licence is a legal requirement.

Doorsafe also operates Streetwise, a University scheme delivered by the University of York Students' Union, which has a remit to provide reassurance and safety to students and residents, supporting Campus Safety on Wednesdays and Sundays during semester teaching weeks between 21:00 and 03:00 in the Heslington area around the University.

Purpose of Role

To provide a safe environment for students to enjoy non academic activities on and around campus, to assist University of York Students' Union and University staff in running safe and legal events and activities.

Role

- To work shifts as allocated by the organisation and commit to regularly accepting shifts as an employee of York Students' Union.
- To wear the appropriate uniform and safety equipment at all times whilst at work and representing the Union.
- To complete all required paperwork and documentation as required by the specific events or activity, which may include health and safety reports, incident reports and other such documents and records.
- To monitor the safety and actions of all participants (staff and attendees) to report safety and conduct concerns to both the on shift supervisor and the Safety and Logistics Manager.
- To work alongside the venue and events teams to ensure that all events run smoothly and safely.
- To represent York Students' Union and ensure all customers are treated with respect and dignity and experience a safe and pleasant event.
- To act as first support to students in distress or vulnerable students and to ensure all interactions are empathetic and considerate towards the students and others involved.

In addition to the above tasks Doorsafe personnel are required to maintain high professional standards in work. This includes:

- They must demonstrate reliability and trustworthiness.
- Be calm and confident in all situations, in particular during high stress or challenging situations.
- Be punctual to all shifts.
- Act with integrity and professionalism at all times.

Training

- There are mandatory training modules which can be done online which need to be completed before being deployed to a shift. There will be other training as and when needed for the role.
- An SIA licence is a requirement for Door Supervision work, and we welcome applications from individuals with a Front Line Door Supervisor Licence from the SIA.
- Those with an SIA licence can work both Doorsafe and Streetwise shifts, those without can do Streetwise shifts and other shifts across the year which fall outside of the Security Industry Authority auspices

York SU's Values and Behaviours

To work with us, we expect our staff to uphold our core values and behaviours. These are:

Ambition

We are unashamedly ambitious. Students and their success is the reason we exist, and we will do everything in our power to work to their unique needs, journeys, experiences and communities.

Innovation

We're not afraid of failure. We bring creativity, sensitivity and integrity to all our work meaning that when things don't pan out how we expected, we own it, learn from it and always try again.

Social Conscience

We are bigger than just ourselves. We care and are committed to our vibrant community, celebrating and encouraging difference and diversity.

Authenticity

We are authentic and honest - building trust, rather than just focusing on our own power, privilege and legitimacy. We are always open about the needs, complexities, opportunities and challenges we all face now and in the future.

Partnership

We recognise we can't work alone - we know and are open about our limitations and believe that collective action and solidarity is what makes our work special. We weave and connect what already exists, build on common ground and focus on what unites us rather than divides us.

General Notes

- The principal roles and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
- Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to their job. Staff must carry out their duties with full regard to the rules, policies and procedures and conditions of service contained in the staff information guide.
- A condition of the employment is that all staff are expected to assist in key events throughout the year e.g. Welcome Events, Summer Ball and any other key events if necessary. Staff are expected to portray a positive image both internally and externally of the Students' Union by displaying standards of service integrity, punctuality, politeness and professionalism.
 - The post-holder will also be expected: To work weekends when required when leading on and assisting with in-person promotional events.
 - To uphold York SU's environmental and sustainability practices, ensuring good practice is met.
 - To abide by York SU's constitutions and policies.
 - To work within, promote and uphold the student- led and democratic ethos of the Students' Union.
- York SU envisages that this post will develop through time and that the post-holder is expected to be proactive in pursuing these changes.

Person Specification

YUSU Part-Time Door Supervisor Staff Member

	Essential	Desirable
Education, qualifications and training		
Currently studying at the University of York		*
Have SIA training/licence (Door Supervisor)	*	
Have SIA training/licence (Streetwise)		*
First aid training		*
Experience		
Experience within an entertainments field		*
Working well within a team	*	
Skills		
Excellent customer service skills	*	
Strong interpersonal communication skills	*	
Ability to handle difficult and or conflict situations	*	
Assertive and strong persuasive skills	*	
Good powers of observation and ability to make decisions quickly	*	
Special requirements		
Clear DBS check (We will do this)	*	
Be physically fit	*	
Able and willing to work unsociable hours	*	
Able and willing to work at short notice	*	
Be empathetic towards students	*	
Comfortable working in a democratic student environment and to commit to our organisational values.	*	
Be friendly, confident and polite	*	
Smart and presentable	*	
Honest and of high integrity	*	