



# uea(su) Security

recruitment  
pack



[www.ueasu.org](http://www.ueasu.org)



Union House, UEA, NR4 7TJ



uea\_su



[union.hr@uea.ac.uk](mailto:union.hr@uea.ac.uk)



/UEA Students Union



# a message from our CEO

Thank you for considering to apply for a position at the UEA Students' Union. I am delighted to welcome you to a vibrant and values-driven organisation, keeping students at the heart of what we do.

At UEA Students' Union, we take pride in fostering a culture of creativity, inclusivity, and collaboration. We believe in empowering students who are not just seeking a job but are passionate about making a positive impact on the student experience. Your decision to apply demonstrates your commitment to excellence, and we are thrilled at the prospect of potentially having you as a valuable member of the team.

The Students' Union is more than just a workplace; it is a community that embraces the perspectives that each team member brings along. We are committed to providing a supportive and inclusive environment where your talents will be recognised and your contributions will make a meaningful difference.

Please explore our website and familiarise yourself with the diverse range of initiatives, events, and services we provide to the student body. You will discover that we are not just an organisation; we are a group driven by a shared vision of enhancing the student experience.

Thank you for considering the UEA Students' Union as the next step in your professional journey. We look forward to learning more about you through the application process and hope that this experience will be as rewarding for you as it is for us.

Should you have any questions or require further information, please reach out to our HR Team at [union.hr@uea.ac.uk](mailto:union.hr@uea.ac.uk).

Best of luck with your application, and we eagerly anticipate the possibility of welcoming you to our team.

Warm regards

Jumara Stone - She/Her  
Chief Executive Officer



# welcome!

Hey there, we are the elected Sabbatical Officer Team. We welcome you to the heartbeat of UEA's student life! Here at the SU, we're all about Students Transforming and we're led by students. Run by students, for student; we evolve yearly to match student needs. Our role is to advocate for students locally and nationally.

We're here for the students every day, providing academic, welfare, and housing support. We have over 60 Sports Clubs and 160 Societies (with more popping up everyday). And what most people don't know is that we are home to the biggest live music venue in East Anglia, the LCR, and we also run the iconic Waterfront Venue in the centre of Norwich.

Our main aim is to enrich campus experience. Join us in shaping a better educational journey, advocating for diverse student issues, and making a real impact. Our crew - student officers, student workers, and our dedicated career staff - are always on deck, working all year-round to make student time at UEA unforgettable. We are all committed to listening and elevating the student experience to new heights.

Jump on board! Join a crew that's not just changing lives but aiming to rock the world, the community, and beyond. To find out more about our Sabbatical Officer Team, please see our website: [www.ueasu.org/officers](http://www.ueasu.org/officers).

# our impact

Last year, together we did this...

379 course reps and conveners

Paid £515,169 to student staff

Supported 230 societies, with over 5705 members

Offered 15 different types of student roles

Supported over 955 cases - 60% Academic Queries and 25% Housing

Held 192 student club nights

Sold 205,135 tickets to events

Ran 160 give it a go events

Enrolled our venues on 'sociability' - an app that helps disabled people navigate their surroundings

Over 200 students engaged with our Ready to Rent Campaign

Lecture recordings are now opt out, instead of opt in

Celebrated the work of 31 black student artists and musicians with an art exhibition

Ran 175 live gigs

Sold 88,000 pints of snakebite

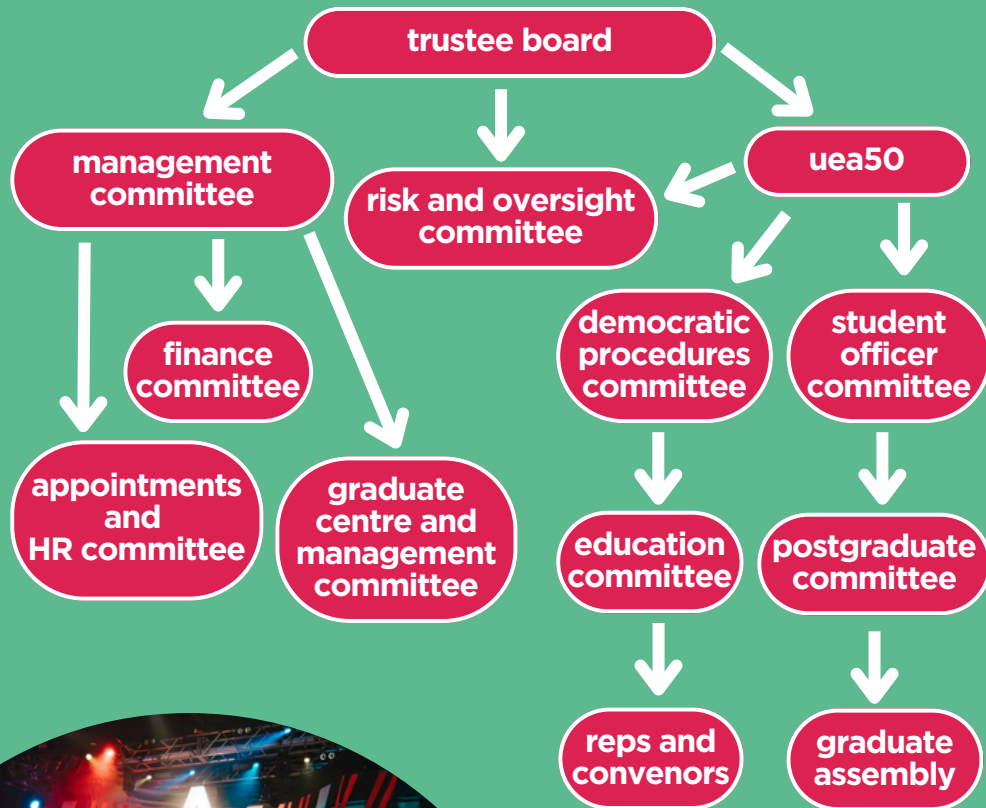
Recruited 141 Buddy volunteers

Self-certification extensions are now unlimited and extended from 3 days to 7

Employed 635 student staff



# governance structure and student leadership

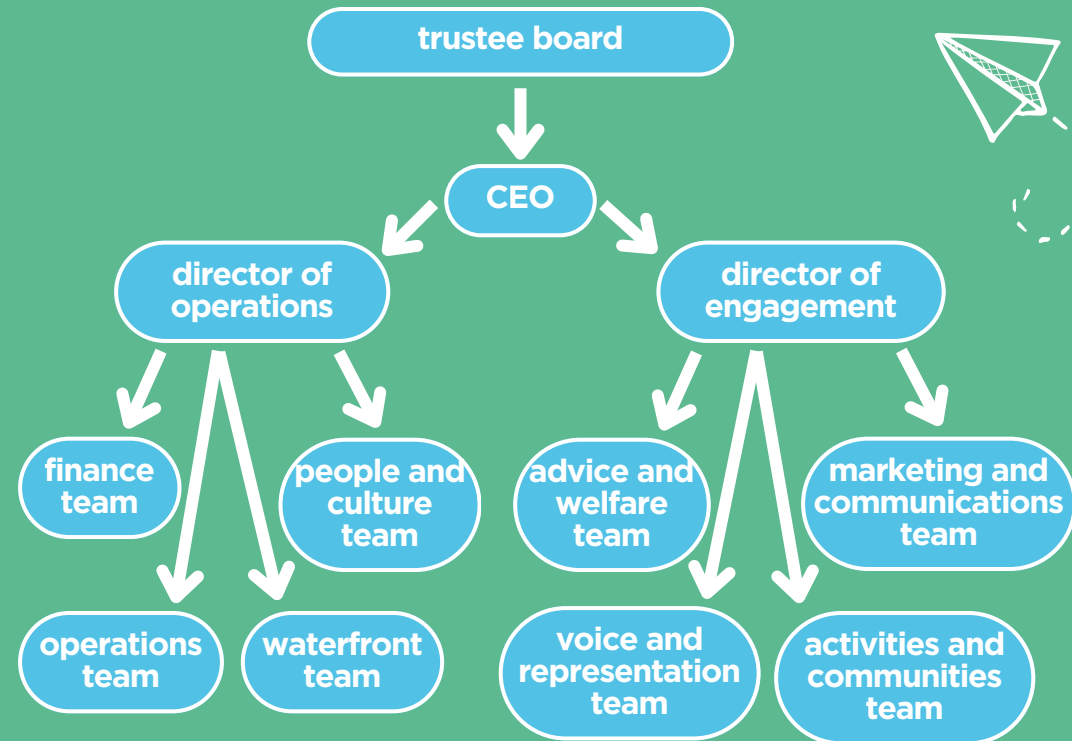


To find out more about how our governance structure operates please visit our website:

[ueasu.org/union/governance](https://ueasu.org/union/governance)

# career staff structure

Check out our backstage magic! Here at the SU, our career staff are the force behind our sabbatical officers, supporting in the delivery of our officers manifestos.



Our career staff team consists of around 65 full and part time employees who work across various different departments, such as HR, Advice and Representation, Marketing, Events, running our external facing Box Office and several more.

These teams work all throughout the year to help give the best student experience possible. To support our career staff teams, we have over 253 student and casual workers assisting in the delivery of day to day operations.

# our commitment to equality and diversity



At uea(su), we recognise that diversity amongst our workforce is vital for creativity and innovation. Our aim is to foster an environment where everyone feels truly represented, irrespective of their demographic background. Our vision for equality is clear and underpins every decision we make, we believe that the diversity of our staff and students enriches and strengthens our community.

As a Students' Union and employer, we are dedicated to providing equal opportunities to all our employees and workers whilst being fair and inclusive to all. Our commitment extends to celebrating the unique strengths diversity brings and building a secure environment for both students and staff; free of bullying, harassment, victimisation and unlawful discrimination. We embed inclusive practices within the uea(su) such as equity training and awareness, accessibility and adjustments, anonymised recruitment and many more. Ensuring equality, fairness and respect for all in our employment, whether temporary, part-time or full-time.

We therefore particularly encourage applications from candidates who are likely to be underrepresented in the uea(su) workforce.

We would particularly welcome applications from candidates from working class, first generation Higher Education, Black, Asian, or other minority ethnic, and/or underrepresented groups. All appointment decisions will be made on merit following on from the recruitment process.

We understand that achieving true equality has the transformative power to impact both staff, and students' lives both during their time at the uea(su) and beyond. By championing equality through our staff, we empower students to play an active role in shaping their course, their community, and their world.

Be yourself, take pride in the work you do, and build a career in an environment that not only recognises and values uniqueness but stands firmly by the belief that being different is good.



# role information



<b>Job Title:</b>	Security Staff
<b>Department:</b>	Operations
<b>Contract Type:</b>	Zero hours contract, Casual
<b>Salary Details:</b>	£13.82 per hour
<b>Hours:</b>	Zero hours contract, including evenings and weekends
<b>Place of Work:</b>	Union House, University of East Anglia, NR4 7TJ and where required, The Waterfront, 139-141 King Street, NR1 1QH

## Purpose:

The position is one of responsibility for general health and safety and customer service. The strict fulfilment of licensing requirements, fire regulations and Student Union policy is paramount to the position as well as a firm basis in public relations and assisting in dealing with challenging situations.

# role information



## Key responsibilities

- Ensuring safety & welfare of staff & customers
- Meeting & Greeting, queue control, checking tickets & Identification
- Implementing Health & Safety policies
- Securing premises
- Screening suitability of customers on entrance
- Searches for & confiscation of prohibited items
- Following procedures for compliance of licensing conditions
- Correct reporting of incidents & event information
- Communicate effectively and professionally with authorities
- Manage safe crowd control
- Management of outside areas including queues & patrols in all weather
- Conflict management & safe eviction when necessary
- Manage emergency evacuations & procedures
- Be an excellent customer facing representative of the company & the venue
- Abide by and be an ambassador of SU policies including harassment and dignity at work policies

# role information



## Health and Safety

All individuals are responsible for:

- Taking care for their own work-related health and safety and the safety of others
- affected by their work activities;
- Co-operating with the Union by following safe working practices and carrying out
- their health and safety responsibilities as detailed in this and other Union health
- and safety related policies and rules;
- Reporting accidents, work-related ill-health, health and safety related incidents,
- near misses, hazards or inadequacies in health and safety procedures, in
- accordance with their departmental and Union procedures;
- Taking part in any health and safety training identified as necessary by the Union,
- their department, or line manager;
- Using work equipment safely and in accordance with instructions or training;
- Reporting any defects they discover in work equipment or the work premises;
- Ensuring that activities, events or projects (including research projects) that they
- organise that involve employees, students, contractors, volunteers or other visitors
- to the Union, are risk assessed as part of the planning stage and suitable control
- measures implemented then reviewed;
- Co-operating with health and safety investigations, monitoring and auditing;
- Seeking advice if they do not feel competent to carry out their responsibilities.

# person specification



Candidates for the job will be assessed in the following ways; E) Essential D) Desirable

	Essential or Desirable?
<b>Qualifications and Education</b>	
Current SIA license	E
Good general education, typically to the Higher/A level equivalent	D
<b>Knowledge and Experience</b>	
Experience of working as a Door Supervisor/Security	E
Extensive customer service experience	D
Experienced in the Licensed trade	D
<b>Skills</b>	
Excellent customer service	E
Excellent team working skills	E

# person specification



Ability to work in a range of environments including indoor and outdoor venues	E
Ability to work with and support a diverse range of members and member groups	E
Able to problem solve in a constructive manner	E
Proactive and solutions motivated	D
<b>Values and Attributes</b>	
Enthusiasm for working within a democratic, student-led environment	E
Self-motivated	E
Firm grasp of and active commitment to equality, diversity and inclusion	E
Diplomatic and cooperative	E
Resilience when working under pressure	E

# application process

## Step One:

Visit: [www.ueasu.work/workingforus](http://www.ueasu.work/workingforus) to see our current vacancies.

## Step Two:

Complete the online application form in full - see the recruitment guidance for our top tips on deciding if the role is for you and how to apply.

## Step Three:

Submit your application by the closing date.

Need an adjustment during your application or interview? Reach out to our HR team at [union.hr@uea.ac.uk](mailto:union.hr@uea.ac.uk). We've got your back!



# next steps



## Key dates

Interviews for the role will be held weekly on Mondays.

You will be contacted by the People and Culture Team if successful for an interview

For an informal and confidential chat about the role please reach out to:

## Recruiting Manager Details:

**William Fincher**

**Head of Venues**

**Email: [w.fincher@uea.ac.uk](mailto:w.fincher@uea.ac.uk)**

## Contact Number:

**01603 593272**

**Please note all calls will be directed to our Welcome Desk initially**

