JOB DESCRIPTION:	Manager, Campus Security Operations and Systems		
DEPARTMENT:	Safety, Security & Risk Management		
REPORTS TO:	Director, Safety, Security & Risk Management		
JOB DESCRIPTION NO:	A0802	BANNER JOB NO.:	A00141
PAY GRADE:	11		
ORIGINAL DATE:	April 5, 2018		
LAST REVISED:	October 31, 2021; August 2026		

THE ROLE:

Under the direction of the Director, Safety, Security & Risk Management (SSRM), the Manager, Campus Security Operations and Systems provides strategic and operational leadership for security across all College campuses and facilities. The role is responsible for planning, implementing, and continuously improving programs that support a safe, secure, and resilient environment. The Manager oversees campus security operations, including contracted patrol and security services, crime prevention initiatives, investigations, communications, and administrative functions.

This position also leads the College's electronic security systems program, including access control, video surveillance, intrusion detection, and alarm monitoring technologies. The Manager develops and enforces security strategies, policies and standards, ensuring compliance with applicable legislation and industry best practices. In addition to providing oversight of contractors and service providers, the role collaborates with internal departments and external partners to address current and future security needs. The Manager is also responsible for incident response support and must be available 24 hours a day, 7 days a week, to respond to emergencies.

MAJOR RESPONSIBILITIES:

The Manager, Campus Security Operations and Systems is accountable for:

- Leading the campus security operations and systems programs by designing, developing, implementing, maintaining, and reviewing cost-effective security, safety and loss prevention initiatives to address the unique issues facing the Douglas College community.

- Provides effective security service delivery across all College campuses and facilities through the oversight of contracted security services, crime prevention initiatives, emergency response support, communications, reporting and administration in collaboration with Facilities Services and Information Technology Services.
- Developing, implementing and maintaining security related policies, procedures, standards and operational guidelines to support College objectives and regulatory compliance.
- Providing strategic leadership for the College's electronic security systems program, including access control, video surveillance (CCTV), intrusion detection, alarm monitoring and related technologies.
- Developing security systems strategies, standards, plans and lifecycle management programs in consultation with the Director SSRM, government regulatory agencies, industry partners, and community organizations to ensure alignment with institutional priorities and best practices.
- Working collaboratively with the Director, SSRM, departmental leaders, and internal stakeholders to facilitate an integrated approach to security, emergency management, business continuity, risk management and operational resilience.
- Maintaining collaborative relationships with external agencies and organizations including local police, and municipal, provincial and federal regulatory agencies, industry partners and community organizations to support College security objectives.
- Ensuring security systems comply with applicable legislation, regulations, standards and College policies, including the B.C. Freedom of Information and Protection of Privacy Act (FIPPA), and conducts audits and reviews to identify and mitigate risk.
- Providing campus access control governance, including the development of processes and authorization criteria for access credentials, card access permissions, audits, and monitoring services.
- Leading security technology projects and initiatives including system upgrades, integrations, expansions and optimization projects to ensure emerging trends, technologies, industry best practices and innovative solutions translate to effective project planning, budget management and quality outcomes.
- Conducting or overseeing investigations of security incidents by identifying and interviewing witnesses, complainants, respondents and other relevant parties.
- Ensuring that evidence relating to an incident is identified, collected and securely held.
- Preparing investigation and evidentiary reports to support internal and external bodies (i.e., police, crown prosecutors and compliance agencies) in respect to internal and criminal investigations. May be required to attend and give evidence in internal hearings and/or civil or criminal proceedings and provide guidance to other College personnel who may be called as witnesses.
- Conducting security risk assessments of College buildings, operations and programs recommending mitigation measures to reduce risk, improve security and limit liability exposure.

- Arranging enhanced or specialized security coverage for high profile security events, dignitary visits and other activities requiring additional security planning.
- Invoking a “hold and secure” or “lockdown” procedure at a campus where necessitated by threats to the safety and security of College community members.
- Keeping the Director, SSRM informed of significant security, safety, operational and technology-related issues, risks and emerging concerns.
- Overseeing the maintenance of security records, reporting systems and statistical information related to campus security operations and security systems.
- Participates as a member of the SSRM management team, contributing to departmental strategy development, operational planning, performance objectives and the achievement of departmental and institutional goals.
- Actively modelling the Douglas College Core Competencies.

EDUCATION, EXPERIENCE AND SKILLS

- Bachelor’s degree in a relevant field of study, as well as advanced training in areas such as security management, crime prevention, security risk assessment, or an equivalent combination of education, training and experience;
- Minimum 7 to 10 years of progressively responsible experience in physical security, electronic security systems, security technology management, or related disciplines including responsibility for the planning, implementation, operation and maintenance of enterprise security systems;
- Minimum 5 to 7 years’ experience overseeing staff, contractors, consultants or service providers in a complex organizational environment;
- Experience within a post-secondary, public sector, healthcare, municipal government or similarly complex multi-site environment is preferred;
- Demonstrated experience managing enterprise security technologies, including access control systems, video surveillance (CCTV), intrusion detection systems, alarm monitoring, electronic locking systems and related technologies;
- Demonstrated experience leading security technology projects, including system design, procurement, implementation, integration, commissioning, lifecycle, replacement and continuous improvement initiatives;
- A Certified Protection Professional (CPP) designation, Physical Security Professional (PSP) designation or an equivalent professional certification is considered an asset;
- Security Systems industry certifications from recognized manufacturers are considered an asset;

- A Security Alarm Installer License, Electronic Locking Device Installer License, or an industry recognized security systems certification are considered an asset;
- Demonstrated knowledge and application of legislation, regulations, standards and best practices relating to security systems, privacy, information management and physical security, including the B.C. Freedom of Information and Privacy Act (FIPPA);
- Highly organized and self-motivated with keen attention to detail; able to manage multiple priorities in a dynamic operational environment;
- Proven analytical and problem-solving abilities with the ability to prepare reports, business cases, presentations and recommendations for senior leadership;
- Excellent written, verbal and interpersonal communications skills together with proven experience in resolving conflict;
- Demonstrated experience in establishing and maintaining effective working relationships with employees at all levels of the organization, contractors, consultants, external agencies and community partners;
- Demonstrated ability to model professional, ethical and collaborative behaviours consistent with the position;
- Team-orientated and skilled in working within a collaborative environment;
- Must hold a valid Security License, a valid B.C. driver's license; and maintain a successful police criminal records check;
- Demonstrated abilities that align with the Douglas College Core Competency Framework.