

**Job ID:** SCHII-23-47  
**Job Title:** Manager, Security Services  
**Department:** Security Services  
**Campus:** Thunder Bay, ON  
**Status:** Full-time, permanent  
**Job Category:** Non-union

**Date Posted:** October 31, 2023  
**Closing Date:** November 14, 2023

## Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit [thunderbay.ca](http://thunderbay.ca).

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

## About this Job

Reporting to the Director, Security Services the Manager of Security Services is responsible for providing effective, efficient, and timely direction and administrative guidance that supports compliance of the members of the security team with university practices, legislation and regulations. Key to all security functions, the Manager of Security Services supports planning, leading, organizing, staffing and controlling day to day operations and administrative functions for the purpose of preventing criminal offences against persons or property, maintaining order, preventing incidents that may threaten the reputation of the university and providing security services for the larger university community (faculty, staff, students and visitors). The Manager, Security Services is also responsible for leading and overseeing the management and execution of site-specific security operations and overseeing the safety and security in each building on campus.

## Job Duties

- In consultation with the Director, provides strategic oversight, support, guidance, leadership and management to security services staff including operational direction of priorities to the Senior Security Guard
- Assists in development of policy and procedures that ensure front line duties (public safety,



# Employment Opportunity

detection and prevention of criminal acts, trespass to property offences such as unauthorized activities on campus) are fulfilled

- Reviews daily security and incident reports, takes appropriate action and/or follow-up to ensure incidents are properly dealt with, investigated and/or resolved to protect the University's best interests
- Identify risk areas and conduct audits and threat assessments to mitigate risk
- Responds to information requests from external parties (i.e. police, fire, ambulance, etc.)
- Liaises with university departments to assist with special details and events
- Leads the procurement process for renewing or selecting new contractors
- Provides input into the development and implementation of Standing Orders operating procedures through Field Guide and Reference Booklet that are legally compliant and consistent with University policies, goals and objectives.
- Member of the ECOG the first call for all emergencies, notify the other ECOG members, organize on ground response to emergencies.
- Plays an important role with respect to various special investigations and meetings as needed, including the
- Student Code of Conduct and Employee Code of Conduct Coordinates the mass notification system, and parking administration programmes  
Coordinates with the Office of Human Resources for recruitment of new employees, reviewing applications, conducting interviews and making selections
- Provides training programs to security personnel for continuous improvement in operations, emergency responses, health and safety, and other job-related training including the creation and implementation of "scenario based training" programs
- Conduct parking enforcement and address parking appeals
- Monitor inclement weather and make recommendations to the executive management team regarding cancellations, as well as preparing for emergency situations.
- Assist with interagency requests for additional duties/tasks, safety plans, orientation, student fairs, student accounts, is the plant management liaison, oversees document corrections
- Aids in the development of the Security Services budget and operates within allocated resources
- Relieves the Director of Security in their absence
- Participates in unionized labour relations i.e. grievances, collective bargaining, etc. .
- Acts as administrator for App Armor Communication software to set up and maintain messages and engage emergency communication system as needed, e.g., in the event of class cancellation, initiate App Armor contact communications/media relations department, and update Security App.
- Engages in the administration of the security service, managing key requests and approvals, access approval, ordering of office equipment, and supplies, uniform parts, personal protective equipment, parking supplies and equipment, manages camera equipment placement, approves rosters and work order approvals, ensures staff regulatory licence compliance

## Qualifications

- Minimum completion of a two (2) year post-secondary diploma in Police Foundations, Law and Security Administration, University degree in a related field such as Criminology or equivalent combination of education, training and experience. Licenced as a Security Guard or as a Security Guard and Private Investigator under the Private



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Security and Investigative Services Act, possesses and maintains a valid Ontario class “G” driving licence and first aid, CPR (level C), AED and HPS certifications

- Minimum of five (5) years of progressive security supervisory and management experience in a college, university or broader public sector environment or law enforcement experience
- Demonstrated experience in achieving and maintaining a positive working environment for staff and building strong morale
- Direct experience managing staff in a unionized environment
- Direct experience working with individuals in a multicultural environment is preferred
- Knowledge of the following acts: Private Security and Investigative Services Act, Occupational Health and Safety Act, Criminal Code of Canada, the Narcotics Control Act, Emergency Management Act, Freedom of Information Act, trespass to Property Act, and other applicable municipal by-laws and provincial statutes
- Proven experience in investigations, alternate dispute resolution methods and crises intervention with a high emphasis on high quality customer service, courtesy and deportment
- Strong and effective analytical, interpersonal and communications skills are essential
- Thorough knowledge of day-to-day security operations
- Demonstrated knowledge of word processing, spreadsheet, camera monitoring and data based records management software
- Ability to maintain matters in a trustworthy and confidential manner
- Willing to occasionally work some rotating shifts as required
- Willing to be on call
- Subject to a clean criminal record and background check

## Working Conditions

- Required to work flexible, irregular hours

## What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

## How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email [humanres@lakeheadu.ca](mailto:humanres@lakeheadu.ca) for assistance.

**We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.**



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Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or [human.resources@lakeheadu.ca](mailto:human.resources@lakeheadu.ca) to make appropriate arrangements