

Position Title	Security Officer
Department	City Assets
Unit	Buildings
Team	Security
Supervises	Nil
Reports To	Coordinator Civic Tower and Precinct
Grade Range	B
Date Prepared	12/06/2020
Date Last Updated	24/03/2022

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

To provide a consistent professional and safe level of security services to Council, its property, employees, customers and general public within the Civic precinct.

Accountabilities

- Routine patrols of car parks, Council buildings and surrounds within the Civic precinct to ensure the protection of Council property, staff and public
- Report any unauthorised visitors or vandalism to Police and Council Management
- Monitor and acknowledge alarms and inform Management including security alarms, fire alarms and pump alarms
- Monitor and control car parking areas including issuing infringement notices, monitoring tenant, leased and public parking
- Undertake basic maintenance tasks as requested including cleaning, picking up litter Unblocking toilets
- Ensure all buildings and car parks are secure at the end of night shift including checking all doors are locked, lights are turned off, public have vacated the premises
- Assist building tenants with enquiries or requests including security card access changes, direct deliveries to relevant areas or floors, key off lifts for deliveries, attend to tenant security issues
- Maintain a daily diary including logging patrols, incidents, accidents, contractors start and finishing times and completion of reports on incidents or accidents
- Erect and take down flags daily
- Log in visitors/contractors to Civic Tower, BLaKC and Council Chambers including issuing visitor passes and access passes
- Assist Civic Tower building management with day to day operations of the Building
- Provide input into work practices and communicate issues
- Assist public with general enquiries
- Actively participate in regular team meetings and support other team members
- Other duties as requested

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Council Officer		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Act with Integrity	Adept	<ul style="list-style-type: none"> • Acts honestly, ethically and with discretion and encourages others to do so • Sets a tone of integrity and professionalism with customers and the team • Supports others to uphold professional standards and to report inappropriate behaviour • Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct • Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest
Relationships		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Gathers and investigates information from a variety of sources • Questions basic inconsistencies or gaps in information and raises to appropriate level • Asks questions to get to the heart of the issue and define the problem clearly

		<ul style="list-style-type: none"> Analyses numerical data and other information and draws conclusions based on evidence Works with others to assess options and identify appropriate solution
Resources		
Technology and Information	Intermediate	<ul style="list-style-type: none"> Shows confidence in using core office software and other computer applications Makes effective use of records, information and knowledge management systems Supports the introduction of new technologies to improve efficiency and effectiveness

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Current 1AC Security licence
- Current Class C Drivers Licence

Essential Experience

- Previous security experience and dealing with hostile situations.
- Strong customer focus and communication skills.
- Ability to deal effectively with situations at all levels including with management.
- Ability to work in a rotating shift roster including night and weekend shifts.

Desirable Qualifications and or Experience

- Knowledge of computerised security systems and fire evacuation panels.

- Competent writing skills for diary entries and reports.
- Demonstrated competence in the use of Microsoft Word, Excel, Outlook.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>