



Security Operations Officer

POSITION PROFILE

Division	Shire Services	Status	Full time
Unit	Public Safety & Lifeguards	Salary Grade	Grade 4
Reports to	Team Leader Crime Prevention & Security	Reviewed	14/7/20

STRATEGIC INTENT

The Public Safety & Lifeguard Service comprises a team of over 100 officers dedicated to meeting the community's needs and assisting the Manager in the efficient and effective provision of Crime Prevention and Security functions through the appropriate application of relevant legislation, Council objectives, policies, adopted standards and work practices

POSITION PURPOSE

The position covers a range of skill areas in security through security awareness, public safety, data base management and surveillance cameras.

The Security Operations Officer will;

- Support of security projects
- Deployment of portable CCTV cameras
- Provide security supervision and monitoring of Council functions conducted at the Administration Centre after business hours until all public are off site on an as needs basis
- Provide support for risk management strategies
- Assist in providing crime risk assessments on specified Council and external events and projects in public spaces and sites
- Work with the police, urban design experts, youth workers and other stakeholders towards implementing proactive strategies to address community safety to crime reduction issues
- Work within the state framework for crime prevention to achieve local priorities
- Assist in providing crime risk assessments on specified Council and external events and projects in public spaces and sites
- Assist in providing crime prevention advice to internal and external customers
- Implement proactive crime prevention strategies
- Participate on collaborative committees which may deal in sensitive or confidential information

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
For example	<ul style="list-style-type: none"> ▪
Attend and support appropriate meetings – internal Council meetings, External stakeholder meetings and police	<ul style="list-style-type: none"> ▪ Attend, support and action items as required
Work collaboratively with police and other stakeholders, internal and external, to address issues of public/personal safety in the Shire	<ul style="list-style-type: none"> ▪ Support CPTED Strategies and mitigation strategies. ▪ Work with CP&S team towards implementing proactive strategies to reduce opportunities and or to prevent graffiti and vandalism
Provide support for crime prevention and security projects to units within Council, residents, community groups, business and others as required.	<ul style="list-style-type: none"> ▪ CRMS Responses and recommendations prepared and actioned in an effective and timely manner.
Work collaboratively with police and other stakeholders, internal and external, to address issues of public/personal safety in the Shire	<ul style="list-style-type: none"> ▪ CPTED Strategies ▪ Hot Spot location mitigation strategies implemented ▪ Work with community groups, the police, youth workers and other stakeholders towards implementing proactive strategies to reduce opportunities and or to prevent graffiti and vandalism
Ensure streamlined operational and administration procedures which result in efficient resource management which places an emphasis on consumer needs and total quality service.	<ul style="list-style-type: none"> ▪ Apply conflict resolution and problem solving techniques for all issues ▪ Efficient completion of projects and tasks within timeframes, within budget and in accordance with project briefs
Adherence to appropriate legislation and codes associated with the position.	<ul style="list-style-type: none"> ▪ Knowledge and adherence of appropriate legislation and codes
Participate on collaborative committees which may deal in sensitive or confidential information.	<ul style="list-style-type: none"> ▪ Maintain confidentiality, privacy and ethical behaviour in all collaborative dealings
Attend identified Council events to support staff in ensuring safe and inclusive events	<ul style="list-style-type: none"> ▪ Ensure events are safe and crime free
General Administration	<ul style="list-style-type: none"> ▪ Accurately complete time sheets showing correct allocation of working hours ▪ Maintain accurate file records ensuring Objective is updated with all files and documents

	<ul style="list-style-type: none"> ▪ Prepare memos, reports and other correspondence as necessary and within delegation kept in objective ▪ Answer telephone calls and deal with customer inquiries ▪ Represent Council in a fit and proper manner at all times and promote the image of Council as an efficient, courteous and professional organisation ▪ Advise Coordinator of any contentious matters in a timely manner ▪ Review and complete performance appraisal in a timely manner ▪ Any other duties as directed
Training and professional development	<ul style="list-style-type: none"> ▪ Attendance and participation at relevant training courses and conferences ▪ Successfully completing training courses
Site visits to check alarms/security systems are working correctly	<ul style="list-style-type: none"> ▪ Liaise with staff and other stakeholders when site visits are required for suitable and appropriate access

SELECTION CRITERIA/SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> • Class C drivers licence. • Security Licence 1AB
	Desirable	<ul style="list-style-type: none"> • Experience in crime prevention/community safety or other relevant discipline • Security Licence 2C • Completion or willingness to obtain NSW Police Safer by Design certificate
Experience or skills	Essential	<ul style="list-style-type: none"> • Experience working successfully in a team environment • Experience in finance including but not limited to financial transactions, receipting, monitoring invoices and paying accounts • Experience in CCTV systems. • Experience in Security Access Control systems • Experience working in a sensitive environment whilst maintaining confidentiality
	Desirable	<ul style="list-style-type: none"> • Demonstrated experience in the following: crime prevention, security risk management CPTED, and facility management. • Experience working independently on projects including evaluating and reporting • Experience in collaborating within an organisation • Cultural and community awareness • Demonstrated communication and team collaboration skills • Ability to analyse and interpret complex legislation and research material for application for local issues • Demonstrated conflict resolution skills • Experience and skills in project management, prioritisation of tasks and meeting deadlines • Proven capacity to conduct complex negotiations and work in a political environment • Experience in Milestone CCTV and PACOM GMS systems

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> ▪ For example: ▪ Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them. ▪ Goals oriented: Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them ▪ Critical thinking: Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders. ▪ Communication skills: able to articulate complex and technical matters in simple terms. ▪ People skills: empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary. ▪ Team focussed: Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues
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OUR VALUES

Behaviours	<ul style="list-style-type: none"> ▪ Collaborate - We are a united team. We work together to deliver great outcomes for our community ▪ Achieve - We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community ▪ Respect – We communicate openly, act with integrity and are inclusive ▪ Evolve – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.
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CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.

Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

Hours	19 Day month flexitime arrangement Monday – Friday 70 hours per 2 week
Weekends	When projects require time in lieu consult with coordinator before hours worked
Flexi days	1 day per month
Annual leave	4 weeks/year
Motor vehicle	Crime Prevention & Security Vehicle used during work hours