POSITION DESCRIPTION

Position Title: Security Officer - Library
Organisation Unit: Property and Facilities Division
Position Number: 3028183/ 3028184
Type of Employment: Fixed term
Classification: Hew Level 3

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11 billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

**Organisational Environment**

The University has 3 campuses located at St. Lucia, Gatton and Herston. The University also operates medical and dental schools in Brisbane and a number of research stations and farms throughout Queensland.

The Property & Facilities Division (P&F) is responsible for delivering comprehensive facilities management that support the University’s teaching and research goals and its strategic objectives of Learning, Discovery and Engagement. To achieve this, and to further improve the environment in which members of the University community study, work and live, P&F provide a range of services. These include: UQ Sustainability, Energy and Transport systems, Construction and Engineering Services, Site Planning, Space and Property services, Asset Services (i.e. building maintenance, grounds and playing field maintenance, fire safety, security and parking), Campus Services (i.e. cleaning, furniture, logistics, UQ fleet, mail dispatch) and Business & Systems (business, administrative, HR, finance, and IT support).

UQ’s environmental and sustainability initiatives have gained significant recognition. P&F manages the University’s Environmental Management System, provides advice, and promotes best sustainability practices at UQ. The Sustainability website (www.uq.edu.au/sustainability) provides a single point for the University to communicate its initiatives and successes in embedding sustainability throughout its operations, learning, discovery and engagement. By browsing the site, the community has access to information on their sustainability study options, UQ’s research in the area of sustainability, partnerships with community industry and government, and the University’s carbon management strategy. You are encouraged to visit the Sustainability website.

Further information about the Property and Facilities Division may be accessed on the Division’s web site at www.pf.uq.edu.au.

The Security Section’s responsibilities are to provide and maintain a protected and secure environment for all persons on University sites; to protect University assets from theft, damage or destruction; to respond to emergencies; and to ensure that all University Statutes and Senate directives are adhered to. These responsibilities must be undertaken within the legal parameters of the law and standards set must be consistent with general community standards.

Further information about the Security Section may be accessed on the Section’ web site at www.pf.uq.edu.au/security.

**Information for Prospective Staff**

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - www.uq.edu.au/current-staff/working-at-uq.
DUTY STATEMENT

Primary Purpose of Position
To provide resource services designed to ensure the protective security of all University buildings and ground, staff, students and visitors.

Key Challenges of the Position
A major challenge to this position is to provide a professional service to The University of Queensland and deal effectively with students, staff and public, while maintaining good public relations, as set down in the Standards of Operation and Standards of Personal Conduct.

Duties
Duties and responsibilities include, but are not limited to:

- Work closely with Library staff to ensure the provision of limited administrative services during opening hours.
- Conduct regular security patrols through the public areas of the Library’s 24 hour facilities at the Law Library, Duhig Tower, Biological Sciences Library, Graduate Economics and Business Library and the Dorothy Hill Engineering and Sciences Library. At least four patrols from 8pm until 6am are required.
- In the event of Fire Alarm activation, immediately initiate Emergency Evacuation procedures.
- Operate the Library PA system for announcements whenever required.
- Communicate with Library staff on the contacts list as required for day to day issues.
- Check patron identification by requesting the presentation of UQ student / staff card only.
- Respond to enquiries/complaints of public/staff/students.
- Proactively reinforce Library Etiquette, Policies and Procedures.
- Awareness of Library protocols allowing cold food and covered drinks to be consumed within the Library.
- Conduct counts of patrons entering the Library. Occurred during the shift, using the following standards SIRs database reports/forms; PF355 Theft, PF358 Incident; PF365 Suspicious Person.
- Ensure that all incidents and events which occur during a shift are recorded in the Library Communications Book or email for correspondence with Library Staff.
- Ensure the ‘Parents Room’ in BSL remains locked and issue key as required
- Refer any security related incidents to the Security Supervisor
- Refer to Library Contacts List (Contacts for Security Guards) for urgent after hours Library issues

Ensure that full and accurate reports are produced by the end of each shift, of all incidents and events that

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the [University’s Code of Conduct](#)
- requirements of the Queensland occupational health and safety (OH&S) legislature and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School
- the adoption of sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)
requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships
The Library Security Officer reports primarily to the Security Supervisor (SS).

Additional Information
Security employees are required to wear a Property and Facilities uniform as supplied and laundered by the Division and carry a personal identification card.

SELECTION CRITERIA

Essential
- Current St John, Red Cross or Qld Ambulance First Aid Certificate.
- Well-developed knowledge of security methodologies and concepts as applied to the Security industry.
- Demonstrated ability to effectively communicate/liaise with a wide variety of University staff and students, consultants and visitors, including a high level of skill in radio communication.
- Demonstrated ability to produce and analyse reports in a timely manner.
- Demonstrated ability to work with minimum supervision and to efficiently and effectively organise the work under your jurisdiction within strict deadlines.
- Demonstrated experience in fostering a team environment through interpersonal and leadership skills, and the ability to remain professional and exercise restraint in high pressure circumstances.
- Willingness and ability to successfully complete selected training courses as laid down in the Security Training Manual.
- Demonstrated proficiency with security software and programs, and other general computer based systems.
- Demonstrated experience effectively dealing with emergency situations arising during the course of duty, such as student demonstrations.

Desirable
- A sound knowledge of the University’s structure and policies.
- Previous experience as a Security Officer at the University of Queensland or similar organisation.
- Demonstrated knowledge of legal concepts as relates to criminal legislation in Queensland or the ability and willingness to acquire such knowledge.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au
Applications are also encouraged from women.