POSITION DESCRIPTION

Position Title: Senior Security Officer
Organisation Unit: Property and Facilities Division
Position Number: 1041940
Type of Employment: Continuing full-time
Classification: Hew Level 4

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 well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. Over the past 3 years for which audited data are available UQ has attracted the highest (2013) or second highest (2012, 2014) amount of research funding of any Australian university.

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 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 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 $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim 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 provides 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 you 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’s 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. In the absence of the Security Supervisor, assume the responsibility for all initial emergency responses and procedures.

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:

- Perform duties in the Central Security Monitoring Station to respond to all alarm and emergency calls.
- Co-ordinate emergency operations involving communication with security personnel around the campus and ensure strict adherence to Operational Procedures in emergency situation.
- Participate in the development and execution of sectional training programs. This assumes a thorough knowledge of sectional procedures, their relationship to external agencies and their relationships within other areas of the University organisation.
- Provide routine supervision, team leadership and general direction to other shift personnel, Security Officers and University Escorts as required.
- Ensure adherence to divisional Radio Voice procedures.
- In the absence of the Security Supervisor, conduct the initial investigation or interviews into any security incidents that may occur during the shift.
- Prepare full, detailed and accurate reports by the end of each shift of all incidents that occurred during the shift using standard formats.
- Respond to all alarms, medical and fire emergencies, or other matters as they arise in accordance with the relevant procedures and policies.
- Respond with equanimity and tact to enquiries and complaints from members of the University community and the general public.
- Conduct out of hours traffic control duties and lock and patrol the University’s buildings and grounds.
- Operate the computer based alarm and access control system and PABX network management system.
- Provide leadership to the security shifts as required.
- Perform the duties of Security Supervisor when directed to do so by the Manager Security or the Deputy Manager Security, on an ad hoc basis.
- Any other duties as reasonably directed by the Manager Security or the Deputy Manager Security, or Security Supervisor or delegate.
Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- The University’s Security Policy, the Security Standards of Operation and Standards of Personal Conduct.
- The University’s Code of Conduct.
- Requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School.
- The adoption 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 Senior Security Officer (SSO) 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.

Security employees will work shifts in accordance with the current agreed roster, including day shifts (7am - 3pm), afternoon shifts (3pm - 11pm) and night shifts (11pm - 7am).

Relevant Security staff will receive shift allowances in accordance with University of Queensland Enterprise Agreement, as varied from time to time.
SELECTION CRITERIA

Essential

- Current St John, Red Cross or Qld Ambulance First Aid Certificate.
- Completion of a diploma level qualification with relevant work related experience; or a relevant Certificate III with extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Well-developed knowledge of security methodologies and concepts as applied to the Security industry.
- Demonstrated knowledge of legal concepts as relates to criminal legislation in Queensland or the ability and willingness to acquire such knowledge.
- 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 exercise tact and restraint in the face of unfair criticism.
- 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.
- 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.
- One and a half years experience as a Security Officer at the University of Queensland or similar organisation.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples.
Applications are also encouraged from women.
This role is a full-time position; however flexible working arrangements may be negotiated.