

## POSITION DESCRIPTION

<b>Position Title:</b>	Senior Security Officer
<b>Organisation Unit:</b>	Property and Facilities Division
<b>Position Number:</b>	1041940
<b>Type of Employment:</b>	Full Time, Fixed Term
<b>Classification:</b>	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 in the world's top universities, as measured by several key independent ranking, including the CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). Excluding the award component, UQ is now ranked 45<sup>th</sup> in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a \$2.15 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+.

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](http://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](http://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](http://www.pf.uq.edu.au/security).

## **Information for Prospective Staff**

Information about life at UQ including staff benefits, relocation and UQ campuses is [available online](#).

# 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 but not exclusive to:
  - 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 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 Senior Security Officer (SOO) reports primarily to the Security Supervisor (SS).

## SELECTION CRITERIA

- 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.
- Current Queensland Certificate II in Security Operations that includes Security Officer Unarmed, Crowd Control, Bodyguard and Monitoring modules.
- Current St John, Red Cross or Qld Ambulance First Aid Certificate.
- Current Queensland Manual Open Drivers Licence.
- 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.
- Experience as a Security Officer at the University of Queensland or similar organisation.

*The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the [University's Diversity and Inclusion webpage](#) for further information and points of contact if you require additional support.*

*Accessibility requirements and/or adjustments can be directed to [recruitment@uq.edu.au](mailto:recruitment@uq.edu.au).*