Position Description

College/Division: Facilities and Services Division
Faculty/School/Centre: Operations
Department/Unit: Security
Position Title: Control Room Officer
Classification: ANUO5 (Administration)

Position Description

PURPOSE STATEMENT:
The Security function operates from within the Operations portfolio and is responsible for providing services to ensure the protection, safety and security of all University community and property.
The Control Room Officer assists with monitoring the control room functions and activities and coordinates the day-to-day delivery of security services to the University.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:
The Control Room Officer is required to assist with the monitoring and coordination of the day-to-day delivery of security services to the University in a control room environment, and undertake a range of administrative tasks in line with the security services direction. The Control Room Officer is required to use their skills and experience to find effective solutions to situations as they arise and take a leading role to ensure response and performance meets University standards. The Control Room Officer works closely with other members of the Security team and with staff across campus, maintaining discretion, liaising with and providing quality advice and service to stakeholders.

Role Statement:
Under general direction of the Security Operations Manager, the Control Room Officer will:

- Oversee the security patrol activities on Acton Campus in accordance with appropriate policies and standard operating procedures, confirming activities are within the Security Guarding Services Contract operational guidelines and ensuring comprehensive handover and duty allocations.
- Coordinate activities and administration within the Security Control Room and the Security Officers on duty and, in particular, the security monitoring, reporting and logging systems.
- Monitor and control the operational reporting requirements of the CCTV, Fire, BMS, incident and data related systems.
- Provide timely and accurate reports to the Security Operations Manager on security operations, equipment and vehicle inspections.
- Provide support to the Security Manager, Security Operations Managers, in ensuring delivery of client focused services.
- Coordinate and oversee a rostering system, ensuring adequate coverage of the Control Room at all times.
- Build and maintain effective working relationships with staff and clients and work collaboratively to ensure a safe environment for students, staff and visitors to the University campuses.
- Comply with all ANU policies and procedures and in particular those relating to work health and safety and equal opportunity.
- Perform other duties as directed, consistent with the classification level of the position and in line with the principle of multi-skilling.
### SELECTION CRITERIA:
- Completion of a degree without subsequent relevant work experience, or an equivalent combination of relevant experience and education/training in security operations within a complex environment.
- Demonstrated and/or equivalent experience supervising staff in a control room environment, using a variety of electronic security systems, card access systems, security incident reporting systems and Fire monitoring and Building Management Systems (BMS).
- Proven attributes of sound judgment, professional integrity and personal accountability when working as a member of a team and dealing effectively with urgent and complex issues in the workplace, as well as demonstrated problem solving techniques.
- Proven ability to lead staff to support the Security team in meeting operational Security duties.
- Demonstrated ability to set priorities, manage conflicting priorities and organise workflow to meet deadlines, with a commitment to customer service.
- Well-developed interpersonal and communication skills, and proven ability to exercise and maintain discretion when dealing with confidential matters, with demonstrated ability in report/incident writing and use of the Microsoft Suite of programs.
- A demonstrated understanding of equal opportunity principles, policies, and a commitment to their application in a University context.

*The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.*

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<thead>
<tr>
<th>Supervisor/Delegate Signature:</th>
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<tr>
<td>Printed Name:</td>
<td>Uni ID:</td>
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**References:**
- [General Staff Classification Descriptors](#)
- [Academic Minimum Standards](#)
In accordance with the Work Health and Safety Act 2011 (Cth) the University has a primary duty of care, so far as reasonably practicable, to ensure the health and safety of all staff while they are at work in the University.

- This form must be completed by the supervisor of the advertised position and appended to the back of the Position Description.
- This form is used to advise potential applicants of work environment and health and safety hazards prior to application.
- Once an applicant has been selected for the position they must familiarise themselves with the University WHS Management System via Handbook guidance [https://services.anu.edu.au/human-resources/health-safety/whs-management-system-handbook](https://services.anu.edu.au/human-resources/health-safety/whs-management-system-handbook)
- The hazards identified below are of generic nature in relation to the position. It is not correlated directly to training required for the specific staff to be engaged. Identification of individual WHS training needs must be in accordance with WHS Local Training Plan and through the WHS induction programs and Performance Development Review Process.

### Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a regular or occasional part of the duties.

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<thead>
<tr>
<th>TASK</th>
<th>regular</th>
<th>occasional</th>
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<tbody>
<tr>
<td>key boarding</td>
<td>☑️</td>
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<tr>
<td>lifting, manual handling</td>
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<td>repetitive manual tasks</td>
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<td>Organizing events</td>
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<td>fieldwork &amp; travel</td>
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<td>driving a vehicle</td>
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#### NON-IONIZING RADIATION

- solar
- ultraviolet
- infra red
- laser
- radio frequency

#### IONIZING RADIATION

- gamma, x-rays
- beta particles
- nuclear particles

#### CHEMICALS

- hazardous substances
- allergens
- cytotoxics
- mutagens/teratogens/
- carcinogens
- pesticides / herbicides

#### BIOLOGICAL MATERIALS

- microbiological materials
- potential biological allergens
- laboratory animals or insects
- clinical specimens, including blood
- genetically-manipulated specimens
- immunisations

### OTHER POTENTIAL HAZARDS (please specify):

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