## Position Description

### Security Operations Supervisor

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<th>Faculty/Division</th>
<th>Division of Operations</th>
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<td>Classification Level</td>
<td>Professional 4</td>
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<tr>
<td>Hours &amp; Span (Category)</td>
<td>G - Administrative, Clerical, Computing, Professional &amp; Research Staff</td>
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<td>Shiftwork status</td>
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<td>Allowances</td>
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<td>On call arrangements</td>
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<td>1 February 2024</td>
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### Position Summary

The Security & Traffic Management function of the EM has three core objectives:

- To provide a safe and secure campus environment to enable our campus community to achieve their objectives;
- To protect the people, property and assets from harm, damage and loss by managing risks and developing effective plans and procedures;
- To provide professional advice and guidance to our campus community on security and emergency management matters.

The Security Operations Supervisor (SOS) is responsible for supervising the 24/7 Security Operations Centre (SOC) inclusive of the contract security guarding team, to ensure events, incidents and activities are responded to in a consistent, efficient, and professional manner. The SOS is required to assess, prioritise and coordinate response to maintenance matters identified afterhours and to ensure maintenance managements systems are updated accordingly and succinct handovers are passed to the EM Customer Relations Team.

The role of Security Operations Supervisor reports to Security Operations Manager and has no direct reports.
**Accountabilities**

Specific accountabilities for this role include:

- Supervise, support and coordinate the contract security team on shift to ensure events, incidents and activities are responded to and reviewed as per procedure.

- Support the Security Operations Manager during reactive reviews of incidents and proactive risk assessment activities.

- Ensure Emergency Response Procedures are followed and escalated to Security Management in a timely manner, as per incident escalation protocol.

- Assess, prioritise and coordinate response to maintenance matters identified across campuses and ensure maintenance management systems are updated accordingly.

- Review all incident reports prior to their submission.

- Monitor and coordinate responses to electronic security and building management systems alarms within the Security Operations Centre.

- Review CCTV footage for incident investigation and download footage in compliance with the UNSW CCTV Surveillance Procedure.

- Ensure dedicated Security Operations Centre telephones are answered promptly and calls are prioritised in line with emergency protocols.

- Monitor and respond to emails in a timely manner and ensure all Planned Events are actioned appropriately.

- Provide detailed daily shift handover reports to incoming SOS and the Security Operations Manager, and maintenance handovers to the EM Customer Relations Team.

- Ensure hazards and risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical health and safety of yourself or others.

**Skills and Experience**

- Desirable Certificate IV in Security & Risk Management or equivalent discipline.

- Subsequent experience in coordinating a security operations centre, (or similar) in a large complex organisation.

- Sound knowledge of security operations and competency using electronic security and building management systems.

- Proven experience in supervising security teams.

- Demonstrated high level of analytical, complex problem solving and organisational skills.

- Exceptional communication skills, both written and verbal with a commitment to delivering a high level of customer service.
• Availability and willingness to work full-time hours on a rotating roster, including nights and weekends.
• Hold a current NSW Security Licence Class 1AE, including First Aid Certificate.
• Ability and capacity to implement required UNSW Health & Safety policies and procedures.
• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
• Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position
• Verification of qualifications