



**Australian
National
University**

Position Description

College/Division:	Facilities and Service Division
Faculty/School/Centre:	Operations
Department/Unit:	Security
Position Title:	ANU Security Manager
Classification:	Senior Manager 2 (Administration)
Position No:	34101
Responsible to:	Associate Director – Operations
Number of positions that report to this role:	2
Delegation(s) Assigned:	TBC

PURPOSE STATEMENT:

The mission of the Facilities and Services Division is to 'enable academic excellence at the ANU through integrated and innovative facilities and project delivery'. The Division's responsibilities include supporting the campus infrastructure, providing services to the campus community and ensuring the safety and security of the University community. The four key portfolios within the Division are Corporate and Client Services, Maintenance, Operations and Projects.

The Security function operates from within Operations portfolio and is responsible for providing services to ensure the protection, safety and security of the University community and property.

The Security Manager is responsible for the delivery of relevant services and functions within ANU Security with a strong focus on strategic planning, risk management and security contract management.

Position Dimension & Relationships:

The Security Manager reports the Associate Director, Operations. The Security Manager will lead a team of staff responsible for delivering campus services to ensure the protection, safety and security of the University community and property. They will be responsible for the delivery of relevant services and functions within ANU Security with a strong focus on campus security planning and contract management.

The Security Manager will actively support the work of the Division, its Director and the Senior Management team. They will provide timely, accurate and complete information and analysis relating to security service including advice regarding improvements in service delivery, performance compliance and the management of campus wide security risks.

The Security Manager will develop and maintain professional and effective working relationships, and be responsive and work closely with campus clients, Facilities and Services staff, external clients and contractors. They will use their initiative to consult, negotiate, implement and provide proactive communication, advice, services and strategies, and will take responsibility for ensuring all security services provided comply with relevant security industry and other statutory requirements.

Role Statement:

Under the broad direction of the Associate Director – Operations, the Security Manager will:

1. Lead, and deliver the efficient provision of security services while undertaking a high level of customer service delivery.
2. Lead the Security management team and other key stakeholders to ensure a safe and secure campus environment.
3. Undertake threat management assessments, develop and maintain protocols, provide support to Director on investigations and sensitive matters with the University environment.
4. Manage the life cycle and procurement of security systems such as building access systems and CCTV within ANU Policy and budget. Lead a continual review of specific services to ensure alignment with Australian Cyber Security Centre best practices.
5. Lead and maintain a contract management plan in relation to the Security services contract. Provide a framework against which performance can be monitored and ensure compliance with the contract specifications, relevant statutory regulations and safe working practices.
6. Undertake risk management and actively support and implement the risk management processes adopted by the University, which include identifying, analysing and evaluating risks that may affect the

University. Provide strategic, responsive expert advice and reporting on all matters pertaining to security and staff and student safety.

7. Develop and implement standard operating processes and procedures that support high quality service provision and continuous business improvement.
8. Develop and maintain a working relationship with essential external service providers, in particular but not exclusively Federal Government security agencies, the Australian Federal Police and ACT Emergency Services.
9. Build and maintain successful working partnerships across the University. Consult and negotiate with the University community on a regular basis to exchange information regarding the provision of Security and related services and to discuss and resolve specific issues, complaints and concerns.
10. Manage the after-hours response to incidents, ensure the escalation process to other University stakeholders has been undertaken, and provide handover of incident to other Facilities and Services or University teams if required.
11. Comply with all ANU policies and procedures and in particular those relating to work health and safety and equal opportunity.
12. Other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling.

SELECTION CRITERIA:

1. Relevant postgraduate qualifications and relevant experience or more than 15 years-experience at the senior management level, managing the security function in a University or similar complex environment. Membership of relevant security or risk management association, such as ASIS International or equivalent would be highly desirable. Training delivery qualifications related to security industry will also be highly regarded.
2. Demonstrated high-level contract management experience in a complex environment including developing specifications, procurement and contract negotiation, tracking contractor performance, monitoring risks, generating reports and statistics, and managing the service delivery outcomes.
3. Highly developed understanding of client needs and sound communication and interpersonal skills to; influence views and thinking through building and maintaining relationships; negotiation and representation; promote a client service environment; communicate in a clear and concise manner.
4. Demonstrated leadership ability to effectively organise, plan and deliver security services to; manage and prioritise multiple demands; development of workforce and strategic planning, policy and guidelines and action plans; and manage resources, projects and contracts within budget.
5. Highly developed experience in leading and managing teams including monitoring work performance of staff and the demonstrated ability to coach and provide constructive feedback to staff. An ability to use strong communication, interpersonal and influencing skills to build and maintain effective working relationships
6. Demonstrated attributes of integrity, ethics, sound judgement, profession integrity and personal accountability. Including a proven ability to exercise initiative, to think strategically and creatively and adopt an active approach to problem solving.
7. A demonstrated high level of understanding of equal opportunity principles and a commitment to the application of EO policies in a university context.

Mandatory requirement

To be eligible for this position, applicants must be an Australian citizen and will be required to possess (or ability to acquire and maintain) an Australian Government security clearance (Negative Vetting 1 level). The applicant must possess, or the ability to acquire appropriate security industry licensing including fingerprint clearance.

Supervisor Signature:		Date:	Approved – SMRC July 2019
Printed Name:	Associate Director, Operations – Facilities & Services	Uni ID:	

References:

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)