



POSITION DESCRIPTION

Position details	
Position Title	Security Officer
Group	Managed Isolation and Quarantine
Location	Various
Date	November 2020

Our Values

Māia – Bold and Brave	Tāwhia tō mana kia mau, kia māia. Retain and hold fast to your mana, be bold, be brave: We challenge the status quo; We're curious; We explore new ideas
Mahi Tahī - Better Together	Mā mahi tahī ka ora ka puāwai By working together we will flourish and achieve greatness: We collaborate and respect the experiences of others; We share our knowledge; We connect and partner with our communities
Pae Kahurangi – Build Our Future	Ka huri taku aro ki te Pae Kahurangi, kei reira te oranga mōku. We turn our attention to the future, that's where the opportunities lie: We learn from the past to shape the future; We protect what's precious, our taonga; We listen to lead the way
Pono me te Tika – Own It	Ā tātou mahi katoa, ka pono, ka tika Taking responsibility to commit to doing things right: We take responsibility and do what we say we will; We embrace the differences of others, always; We hold ourselves and each other to account

Our structure

The Ministry has nine business groups: Building, Resources and Markets; Corporate, Governance and Information; Finance and Performance; Immigration New Zealand; Labour, Science and Enterprise; Market Services; Strategic Policy and Programmes; Provincial Development Unit; Managed Isolation & Quarantine.

The Security Officer position reports to the Operations & Security Manager in the Managed Isolation & Quarantine group.

Position purpose

Security Officers are positioned at designated Managed Quarantine and Isolation (MIQ) hotel facilities and have a primary and secondary position/role.

Primary Purpose: To prevent any unauthorised entry or exit to the site, manage and monitor movement of Guests, minimise damage and loss to persons, property and information.

Secondary Purpose: Be prepared to monitor and operate CCTV cameras and relating technology. To detect incidents, gather information and evidence and inform a security response.

Key relationships

Key internal relationships:

- Operations & Security Managers
- RIQCC and MIF staff
- Health, Safety and Security Operations
- Protective Security
- Operations personnel
- Team members

Key external relationships:

- Key clients and customers
- Clients visitors
- External agencies e.g. police, NZDF, AVSEC, DHB, hotel management
- Technology Vendors (in terms of CCTV technology)

Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as the Ministry responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Key accountability or deliverable	Indicators of success
Operational	<p>Primary Position/Role:</p> <ul style="list-style-type: none"> • Carry out specified inspections as per site specific instructions • Understand and follow site Standard Operating Procedures (SOP) • Report any out of ordinary activities in the form of incident reports to your Manager • Ensure logs and reports are maintained to specific requirements • Use operational systems and resources as required • Maintain confidentiality • As required, act as Shift Lead during shifts when the Operations & Security Manager is not available <p>Secondary Position/Role: In addition to the above, specific CCTV technology responsibilities may include:</p> <ul style="list-style-type: none"> • Operate all equipment, cameras and supporting technology within the CCTV Control Room • Maintain the CCTV control room equipment including performing equipment checks. • Monitor CCTV video for any non-compliant activity, record observations and take action as appropriate to events witnessed. • Monitor and control alarm doors to restrict area access. • Maintain CCTV records/registers including Incident logs, Visitors Log book, Repair and Maintenance Log Book and any other records required for the operation of the CCTV Control Room. • Advise the appropriate person as soon as practicable of any faults or failures with any equipment within CCTV Control Room.
Customer objectives	<ul style="list-style-type: none"> • Work in a trustworthy manner reflecting the role so as to provide confidence in your services • Listen in relation to queries and address or report to your manager • Assist with queries in relation to the service provided and provide any other advice from a Security Officer perspective • Positively promote the company's reputation in the market place
People	<ul style="list-style-type: none"> • As a member of the team you must maintain a professional image and represent MBIE by: <ul style="list-style-type: none"> ○ Always coming to work in the correct uniform, company identification and appropriate equipment is always worn ○ Always have a valid Certificate of Approval (or Monitoring Officer Certificate of Approval if required for CCTV responsibilities) ○ Ensure you are up-skilled or ask for any assistance if training is required

	<ul style="list-style-type: none"> ○ Add value by looking for ways to be more efficient; identify any problem areas; escalate any problems quickly to your manager; seek opportunities to improve individual and team performance; cover breaks or leave when required for other team members; arrive to work on time as per roster.
Organisational commitment and public service <i>Role model the standards of Integrity and Conduct for the State Services</i>	<ul style="list-style-type: none"> • Willingly undertakes any duty required within the context of the position. • Works appropriately within the political environment in which the organisation operates and its interface with the wider State services.
Safety and wellbeing <i>Manages own personal safety and , and takes appropriate action to deal with workplace hazards, accidents, incidents and near misses</i>	<ul style="list-style-type: none"> • Manages own personal Workplace Health & Safety and takes appropriate action to deal with workplace hazards, accidents and incidents. • Ensures own and others' safety at all times. • Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting. • Reports all incidents/accidents, including near misses in a timely fashion.
Competencies	
Collaborates Mahi Tahī Better Together	<ul style="list-style-type: none"> • support others, building partnerships and working collaboratively with others to meet shared objectives
Customer Focus Pae Kahurangi Build Our Future	<ul style="list-style-type: none"> • build strong customer relationships and delivering customer-centric solutions
Cultivates Innovation Māia Bold and Brave	<ul style="list-style-type: none"> • shape the agenda, creating new and better ways for the organisation to be successful
Nimble Learning Māia Bold and Brave	<ul style="list-style-type: none"> • actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder
Action Oriented Pono me te Tika Own It	<ul style="list-style-type: none"> • take on new opportunities and tough challenges with purpose, urgency and discipline
Decision Quality Pae Kahurangi Build Our Future	<ul style="list-style-type: none"> • make good and timely decisions that keep the organisation moving forward
Personal specifications	

Essential Qualifications

- Security Certificate of Approval (COA) or the ability to obtain one
- Monitoring Officer Certificate of Approval (CCTV requirement) or the ability to obtain one
- Drivers licence (depending on the job description)
- Ability to read situations and listen
- Able to follow instructions
- Works safely and aware of others safety
- Good communication skills – verbal and written
- Good time management and organisational skills
- MOJ & VCA clearance

Desirable Qualifications

- Previous CCTV experience
- Capable of learning quickly in a changing and challenging environment
- First Aid experience or qualifications
- Culturally sensitive
- Experience within the security industry
- Able to make decisions
- Self-initiative
- Ability to take ownership and responsibility
- Must be a NZ citizen or hold a residence class visa

