

# Role Description

## Safety and Security Manager



Cluster	Customer Service
1 Agency	Service NSW
Division/Branch/Unit	SNSW Operations
Location	McKell
Classification/Grade/Band	Service NSW Award Grade 11/12
ANZSCO Code	139999
PCAT Code	3332224
Date of Approval	August 2019
Agency Website	<a href="https://www.service.nsw.gov.au">https://www.service.nsw.gov.au</a>

### Agency Overview

Service NSW is making it easier for people and businesses across NSW to access government services. Since launching in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.

Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres. We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions.

### Primary purpose of the role

Organises and oversees the security processes and operations for Service NSW locations comprising of over one hundred sites across NSW. The position also provides office support services and works with Facilities Manager's and Operations Centre Response Controller as a resolver group in incident management.

### Key Accountabilities

- Manage all operational and technical aspects of security operations, including incident management, breaches and investigations
- Monitor, maintain and review asset maintenance service standards to ensure site safety, customer service and presentation standards are achieved, including analysing data to form proposals for improvements
- Engage with approved Service NSW contractors, Property NSW and other business partners to deliver security related preventative and reactive maintenance services
- Investigate and report on incidents and breaches
- Coordinate and oversee the proactive management of security assessment and risk mitigations based on locational and situational risk
- Assist in providing coaching and mentoring of team members in the implementation of safety and security activities and initiatives
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- Procurement and contract management including preparation of technical specifications and define scope of works for preparation of tender documents
- Financial Management, including budgeting, forecasting, reporting including accounts payable

### Key challenges

- Balance competing priorities across geographically dispersed Service Channels in the delivery of security activities
- Scheduling works to enable maintenance to be completed with minimal impact to service delivery operations and visitor experiences
- Understanding the different needs of the sites within the portfolio and working with staff to achieve a consistent standard of operations which mitigates the locational and situational risk

### Key relationships

Who	Why
<b>Internal</b>	
Director Operations	<ul style="list-style-type: none"> <li>▪ Assist, support and escalate Security matters as required</li> </ul>
Operational Centre Response Controller	<ul style="list-style-type: none"> <li>▪ Assist in the management of incidents as a resolver group</li> </ul>
<b>External</b>	
Property NSW and other Business partners	<ul style="list-style-type: none"> <li>▪ Build and maintain professional relationships to enable positive outcomes</li> </ul>
Contractors and Service Providers	<ul style="list-style-type: none"> <li>▪ Build and maintain professional relationships and supervise their service delivery</li> </ul>

### Role dimensions

This role has autonomy and makes decisions that are under their direct control as directed by their Executive. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

### Reporting line

Director, Operations.

### Direct reports

This role has no direct reports

### Budget/Expenditure

As per the Customer Service Delegations

## Essential requirements





- It is a pre-requisite that applicants possess a current motor vehicle driver's licence
- The successful applicant may be required to work outside normal working hours on occasions
- Demonstrated experience in the Security industry including experience with CCTV, access control and other electronic security solutions across a multi-site, geographically dispersed portfolio

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Advanced</b>
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Adept
	<b>Influence and Negotiate</b>	<b>Adept</b>
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	<b>Think and Solve Problems</b>	<b>Advanced</b>
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	<b>Technology</b>	<b>Advanced</b>
	Procurement and Contract Management	Adept
	Project Management	Adept

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> <li>Stay calm and act constructively in highly pressured and unpredictable environments</li> <li>Give frank, honest advice in the face of strong, contrary views</li> <li>Accept criticism of own ideas and respond in a thoughtful and considered way</li> <li>Welcome new challenges and persist in raising and working through novel and difficult issues</li> <li>Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Influence and Negotiate	Adept	<ul style="list-style-type: none"> <li>Negotiate from an informed and credible position</li> <li>Lead and facilitate productive discussions with staff and stakeholders</li> <li>Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>Recognise and explain the need for compromise</li> <li>Influence others with a fair and considered approach and sound arguments</li> <li>Show sensitivity and understanding in resolving conflicts and differences</li> <li>Manage challenging relations with internal and external stakeholders</li> <li>Pre-empt and minimise conflict</li> </ul>
<b>Results</b> Think and Solve Problems	Advanced	<ul style="list-style-type: none"> <li>Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>Work through issues, weigh up alternatives and identify the most effective solutions</li> <li>Take account of the wider business context when considering options to resolve issues</li> <li>Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</li> </ul>

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Implement systems and processes that underpin high quality research and analysis</li> </ul>
<b>Business Enablers</b> Technology	Advanced	<ul style="list-style-type: none"> <li>Show commitment to the use of existing and deployment of appropriate new technologies in the workplace</li> <li>Implement appropriate controls to ensure compliance with information and communications security and use policies</li> <li>Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes</li> <li>Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes</li> <li>Implement and monitor appropriate records, information and knowledge management systems protocols and policies</li> </ul>