

Role Description

Security Officer



Cluster	Department of Premier and Cabinet
Agency	Art Gallery of NSW
Division/Branch/Unit	Operations/Gallery Services/Security
Location	Art Gallery of NSW
Classification/Grade/Band	Senior Security Officer
Kind of Employment	Ongoing
ANZSCO Code	442217
Role Number	Various
PCAT Code	1119192
Date of Approval	November 2019
Agency Website	www.artgallery.nsw.gov.au

Overview

The Art Gallery of New South Wales (the Gallery) is a statutory body established under the Art Gallery of New South Wales Act 1980 and is an executive agency under the Department of Premier and Cabinet. The Gallery is in The Domain adjacent to the Royal Botanical Gardens and the Central Business District on the lands of the Gadigal peoples of the Eora nation, and attracts around 1.4 million visitors annually.

The Gallery holds significant collections of Aboriginal & Torres Strait Islander, Australian and International art and presents a dynamic program of temporary exhibitions involving significant loans from national and international collections. The Gallery also manages the Brett Whiteley Studio in Surry Hills. The Gallery employs 350 people on an annual basis and has a current effective full-time equivalent of around 215 staff. As the state's leading institution for the visual arts, the Gallery plays a vital role in the cultural and intellectual life of both Sydney and Australia.

The Gallery is currently undergoing planning for its expansion. The Gallery's expansion, known as the 'Sydney Modern Project' or 'SMP', involves the construction of a new building to the north of the existing Gallery building as well as some modifications to the existing building.

Primary purpose of the role

Security Officers work across two work sites on a 7 day a week 24 hour basis, maintaining the physical security across four sites using various security systems. This position ensures that international museum security standards are maintained through risk mitigation.

Key accountabilities

- Ensures the provision of 24 hour, 7 days a week physical security of the Gallery's assets across four buildings - The Domain, Brett Whiteley Studio, an external Storage Facility and Padstow Store.
- Ensure security and customer service standards are maintained, systems are monitored, access control is undertaken and patrols are performed across two control rooms.
- Monitors electronic security systems including closed circuit TV cameras, access controls, alarms, fire systems and conducts physical patrols though out the buildings to manage security of the assets.
- Assist the Manager, Security & Gallery Services, Security Control Room Supervisor and Team Leaders with the Control Room emergency response including the provision of information to Team Leaders and Security Officers.

Key challenges

- Ensure the security system is fully operational at all times and that faults are detected and reported to the supervisor in accordance with Gallery Security Guidelines.
- Demonstrate alertness and focus at all times.
- Demonstrate excellent customer service while maintaining high level of security.

Key relationships

Who	Why
Internal	
Head of Security and Gallery Services	Receive day to day advice and guidance. Allocation of work and direction.
Chief Operating Officer	Receive strategic direction, overall resourcing for program and guidance as appropriate.
Security Control Room Officers	Share information about day to day activities and important events.
Head of Building Services	Share information about building defects and other issues. Provide information about work being conducted by contractors in the buildings.
Team Leaders	Share information about after hours functions, crisis issues and collaborate on projects.
Head of Venues	Share information about functions, deliveries and set ups.
External	
Fire Brigade & Ambulance	Request services in case of emergencies
Royal Botanic Gardens staff	Share information and provide advice and seek assistance
Trustees and other VIPS to Gallery	First contact – provide information and welcome to the Gallery
Various security systems providers	Provide information and troubleshooting as required

Role dimensions

Decision making

- Resolve local security issues.
- Monitor the security systems and car park.

Reporting line

Security Control Room Team Leader

Direct reports

None

Budget/Expenditure

Financial Delegation:

Nil

Annual Budget:

Nil

Essential requirements





1. Experience in working and operating a 24 hour/7 days per week control room in a large cultural organisation or other public venue.
2. Security Licence 1AC&E and responsible Service of Alcohol Certificate
3. First Aid Certificate

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

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	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display resilience and courage	Foundational	<ul style="list-style-type: none"> • Be open to new ideas and approaches • Offer own opinion, ask questions and make suggestions • Adapt well to new situations • Do not give up easily when problems arise • Stay calm in challenging situations
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> • Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may impact on completion of tasks • Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems