

Role Description

Security & Logistics Manager



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Department/Agency	Museum of Applied Arts and Sciences
Division/Branch/Unit	Facilities and Asset Management
Role number	50052901
Classification/Grade/Band	Grade 9/10
ANZSCO Code	139999
PCAT Code	1119192
Date of Approval	July 2024
Agency Website	Powerhouse.com.au

Agency Overview

The Powerhouse Museum sits at the intersection of the arts, design, science and technology. It plays a critical role in engaging communities with contemporary ideas and issues. Established in 1881, the museum includes the Powerhouse Ultimo, Sydney Observatory, and the Museums Discovery Centre in Castle Hill and will expand to include the museum's new flagship - Powerhouse Parramatta. The Museum is custodian to more than half a million objects of national and international significance and is considered one of the finest and most diverse collections in Australia.

The Powerhouse is undertaking a landmark renewal program that includes the creation of Powerhouse Parramatta, the largest cultural infrastructure project since the Sydney Opera House; the expansion of Powerhouse Castle Hill, which provides for expanded storage and new research and public facilities; the revitalisation of the iconic Powerhouse Museum in Ultimo; and the digitisation of the collection.

Primary purpose of the role

The Security & Logistics Manager is integral to the Powerhouse renewal. The role enables community and visitor access to specific Powerhouse precincts and authorised access to the Powerhouse collection. The role oversees the team responsible for providing exemplary back-of-house services to Powerhouse teams, collaborators, contractors, and customers.

The role is centred on specific Powerhouse precincts, emphasising precinct security, emergency management, contract administration, and operations to ensure efficient, accessible, and secure precincts. The role works with collection and asset management teams to document and implement controls that balance access, safety, and security through appropriate risk management and legislative documentation. The role implements new ways of integrating the logistics and operations across Powerhouse precincts, including technology to schedule and manage loading docks and other movements into and across precincts. The role manages the fleet and mechanical plant to deliver logistics requirements.

Key Accountabilities

- Consult, consolidate, and document Powerhouse logistics, coordinated loading operations, transport and fleet arrangements, fit-for-purpose manual and mechanical handling requirements, and other resources required to manage and deliver efficient, reliable, high-quality Powerhouse operations across multiple precincts.
- Work with the Head of Security and Logistics, Design and Delivery Managers, and the Head of Facilities and Asset Management to embed access, security, and logistics operations in Powerhouse infrastructure projects. This includes planning new ways of working, documenting security and logistics

operations, commissioning new systems and technology, and onboarding new capabilities and resources.

- In consultation with the Collections teams and other asset management teams, enable the Powerhouse exhibitions and program through appropriate access, risk management, and resources, including contracted security services, security governance, emergency management, control room operations, closed circuit television, access control, and the security workforce.
- With the Head of Facilities and Asset Management and the Head of ICT, specify, customise, and manage the systems and ICT applications to enable Powerhouse logistics, security, and other operations, including access control, CCTV, loading dock scheduling and operations, fleet management, contractor inductions, and back-of-house concierge functions.
- Manage the twenty-four-hour operations and logistics workforce, as well as contracted security and other resources, for specific Powerhouse precincts to deliver high levels of customer and client services.
- Develop, forecast, and manage budgets for logistics and security and consult, develop, draft, and maintain governance, risk, and policy documents for Powerhouse security and logistics for specific Powerhouse precincts that deliver appropriate access, controls, and legislative standards, focusing on continuous improvement.
- Provide appropriate and concise management and legislative reports on incidents and performance.
- Adhere to all obligations, responsibilities, and legislative requirements under current Work Health & Safety (WH&S) Acts and Regulations, ensuring all areas of program delivery and the visitor experience under supervision are monitored for WHS risks and hazards and are reviewed regularly.

Key challenges

- Balancing community and visitor access with appropriate risk management and controls.
- Managing twenty-four-hour operations across four Powerhouse precincts.
- Concurrently planning, delivering, and managing the dynamic and changing public program and day-to-day functions.
- Positioning security functions through access rather than compliance frameworks.

Key relationships

Internal

Who	Why
Head of Security & Logistics Head of Facilities & Asset Management	<ul style="list-style-type: none"> — Provide advice and contribute to decision-making regarding projects and issues. — Escalate issues and propose solutions. — Receive guidance and provide regular updates on projects, issues and priorities.
Collections Team	<ul style="list-style-type: none"> — Consult and integrate collections management access, logistics and security into systems and day-to-day planning
Visitor Services, Exhibitions and Programs Teams	<ul style="list-style-type: none"> — Consult and implement systems for planning, delivering and documenting access, security and logistics for the changing and dynamic program.
Design and Delivery Managers	<ul style="list-style-type: none"> — Providing advice regarding the integration of access, logistics and security operations, infrastructure and technology.

External

Who	Why
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Visitors and Guests	— To respond to changing demands and deliver the highest quality visitor and guest experience and repeat visitation.
Partners and Clients	— To respond to changing demands and deliver the highest quality client experience to drive sustainable and ongoing relationships.
Neighbours and Stakeholders	— To respond to changing stakeholder and neighbour requests to ensure operations are sustainable.

Role dimensions

Decision making

This role:

- Has autonomy and is accountable for the delivery of specific processes related to the site.
- Refers to supervisor for decisions that require a change to approach, are likely to escalate, cause undue risk, create substantial precedent, or are outside delegation limits.
- Plans, leads and organises their work to achieve agreed business objectives and performance criteria.

Reporting line

Head of Security & Logistics

Direct reports

Security Supervisors

Budget/Expenditure

As per Powerhouse delegations.

Key knowledge and experience

- Tertiary qualifications and/or work experience in security risk assessment, facilities management, customer service, emergency management and/or logistics management.
- Demonstrated experience managing teams and resources in visitor or customer facilities.
- Demonstrated experience in security and access governance, planning and delivery.
- Demonstrated experience in emergency management, committees, planning, and acting as Chief Warden.
- Demonstrated experience managing multiple and concurrent sites with 24 hour operations.
- Holds a Class 1a, 1c and 1e NSW Security Licence

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

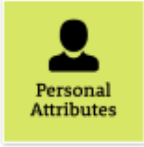


The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback and advice Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately Raise and work through challenging issues and seek alternatives Remain composed and calm under pressure and in challenging situations	Adept
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Work Collaboratively Collaborate with others and value their contribution	Recognise outcomes achieved through effective collaboration between teams Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions Network extensively across government and organisations to increase collaboration Encourage others to use appropriate collaboration approaches and tools, including digital technologies	Advanced



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
Make sure staff understand expected goals and acknowledge staff success in achieving these
Identify resource needs and ensure goals are achieved within set budgets and deadlines
Use business data to evaluate outcomes and inform continuous improvement
Identify priorities that need to change and ensure the allocation of resources meets new business needs
Ensure that the financial implications of changed priorities are explicit and budgeted for

Adept



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

Understand the links between the business unit, organisation and the whole-of-government agenda
Ensure business plan goals are clear and appropriate and include contingency provisions
Monitor the progress of initiatives and make necessary adjustments
Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately
Consider the implications of a wide range of complex issues and shift business priorities when necessary
Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning

Advanced



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

Identify opportunities to use a broad range of technologies to collaborate
Monitor compliance with cyber security and the use of technology policies
Identify ways to maximise the value of available technology to achieve business strategies and outcomes
Monitor compliance with the organisation's records, information and knowledge management requirements

Adept



Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance

Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management

Develop well-written, well-structured procurement documentation that clearly sets out the business requirements

Monitor procurement and contract management processes to ensure they are open, transparent and competitive

Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance

Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles

Escalate procurement and contract management issues, where required

Adept



Project Management

Understand and apply effective planning, coordination and control methods

Understand all components of the project management process, including the need to consider change management to realise business benefits

Prepare clear project proposals and accurate estimates of required costs and resources

Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements

Identify and evaluate risks associated with the project and develop mitigation strategies

Identify and consult stakeholders to inform the project strategy

Communicate the project's objectives and its expected benefits

Monitor the completion of project milestones against goals and take necessary action









Evaluate progress and identify improvements to inform future projects

Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate