

Role Description

Special Constable (Security)



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Security Management Unit
Location	Various
Classification/Grade/Band	Special Constable (Security)
ANZSCO Code	442217
PCAT Code	1122292
NSWPF Role Number	
Date of Approval	04/08/2019
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people, with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Special Constable (Security) role provides a quality protective security service to selected NSW Police Force and external agency sites and facilities, ensuring an overall safe and secure working environment for personnel, property and information.

Key accountabilities

- Provide safety, armed protective security services to NSW Police Force and external agency sites and facilities as directed to ensure a safe and secure working environment.
- Identify and report any suspicious activity at or in the vicinity of the sites to the relevant supervisor or police to comply with organisational policies and procedures.
- Respond with appropriate action, to breaches of safety and security and requests for assistance at or in the vicinity of the sites. Appropriate action may include use of conferred law enforcement functions.
- Assist with evacuation procedures at NSW Police Force and external agency sites in the event of an emergency in accordance with organisation policies and procedures.
- Perform customer service and reception duties for the various sites under security management of Special Constables to ensure appropriate physical security is maintained.
- Monitor and utilise NSW Police computer databases, as well as security and alarm systems, to prevent unauthorised access and ensure security of the buildings
- Perform other services as required to provide frontline physical security services to specified locations.
- Prepare and submit reports on security management issues to inform management and provide recommendations as required and maintain accurate records.

Key challenges

- Maintaining knowledge of legislation, policies and procedures in relation to security management to ensure efficient and effective security services for NSW Police Force and external agency sites.
- Using sound judgement to make timely decisions in potential high-pressure situations involving security breaches and safety threats. (for example: use of appointments)
- Maintaining a high level of security vigilance while maintaining a courteous and professional manner towards customers.

Key relationships

Who	Why
Internal	
Manager/Team Leader/Coordinator	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide and receive continuous feedback • Ongoing communication
Work Team	<ul style="list-style-type: none"> • Share information to promote consistent application of legislative requirements, policies and procedures • Support team members and work collaboratively to contribute to achieving business outcomes
Clients/Customers	<ul style="list-style-type: none"> • Provide protective security and exercise of conferred law enforcement functions services, monitor, address and / or escalate requests and provide services as required • Information exchange
External	
Clients/Customers	<ul style="list-style-type: none"> • Provide protective security and exercise of conferred law enforcement functions services, monitor, address and / or escalate requests and provide services as required • Information exchange

Role dimensions

Decision making

The role is required to exercise a significant degree of autonomy in terms of the provision of protective security and limited law enforcement services including responding to alarms and incidents and making decisions. This includes the use of appointments and exercise of conferred law enforcement functions in accordance with legislation, policies and procedures.

Reporting line

Depending on the location, this role may report to:

- Commander – Superintendent
- Operations Manager – Inspector
- Coordinator – Senior Sergeant
- Special Constable – Field Supervisor
- Senior Special Constable

Direct reports

- Nil

Budget/Expenditure

- Nil

Essential requirements



- Obtain and maintain the requisite training and security clearances for this position.
- Be prepared to work rotational shift work.
- Ability and willingness to work at and rotate through various locations.
- Maintain firearm and DEFTAC accreditation in line with corporate mandatory training objectives.
- Computer literacy and the ability to use email and Microsoft Office programs.



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

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
	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 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
Relationships Work Collaboratively	Foundational	<ul style="list-style-type: none"> Work as a supportive and co-operative team member, share information and acknowledge others' efforts Respond to others who need clarification or guidance on the job Step in to help others when workloads are high Keep team and supervisor informed of work tasks
Results Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> Take responsibility for own actions Be aware of delegations and act within authority levels Be aware of team goals and their impact on work tasks Follow safe work practices and take reasonable care of own and others health and safety Escalate issues when these are identified
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> Display familiarity and confidence in the use of core office software applications or other technology used in role

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation Understand information, communication and document control policies and systems, and security protocols Comply with policies on acceptable use of technology

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	04.08.2019
V1.1	Amended Cluster & Agency Overview	10.12.2019

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
ALL Special Csts	Specialist Support						