

Role Description

Security Supervisor



POWERHOUSE

Cluster	Planning and Environment
Agency	Museum of Applied Arts and Sciences
Division/Branch/Unit	Corporate Resources
Location	All MAAS sites
Classification/Grade/Band	Clerk Grade 3/4
Role Number	50037942 / 50037943 / 50037823 / 50037907
ANZSCO Code	442217
PCAT Code	1332292
Date of Approval	November 2022
Agency Website	https://maas.museum/

Agency overview

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

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

Primary purpose of the role

The primary role of the Security Supervisor is to monitor and supervise the activities of the team of Security staff who provide a range of security and customer service roles at the Powerhouse Museum and other sites. The Powerhouse Museum maintains an in house security team which operates 24 hour, seven days per week monitoring function. Security Supervisors also assist in the recruitment, training and development of Security Officers.

Security Supervisors duties include site monitoring, access control, emergency management and response, site protection, staff and public safety and object protection

Key Accountabilities

1. Identify opportunities for continual improvement of the Information Technology based systems of the section and adopt a proactive approach to the improvement of operations and procedures generally.

2. Allocate duties and conduct briefings of Security Officers to ensure they are aware of the day's activities and any relevant issues, supervise and monitor the performance and competencies of Security Officers and provide support, advice, training and counselling as appropriate.
3. Monitor the operations of the Control Room and Gatehouse to ensure that alarms are responded to and records kept.
4. Maintain a thorough and ongoing check on all security and emergency equipment and systems and follow-up to ensure equipment faults are rectified as promptly as possible.
5. Ensure that security officers take appropriate action in resolving or reporting incidents or problems that occur. Where necessary, undertake initial investigations and ensure that any reports are completed as required.
6. Take charge of emergency situations or incidents, with other emergency response staff in accordance with procedures and liaise with emergency services personnel as required.
7. Resolve issues and problems of a security nature to minimise inconvenience for visitors, staff and contractors. This may require taking direct action or calling in appropriate personnel to assist.
8. Prepare rosters and assist in projects and general administrative duties of the department as required; oversee opening and closing of all areas and ensure access and crowd control procedures are complied with.

General Requirements

- Work in an interdisciplinary manner across project teams and Museum initiatives
- Adhere to all obligations, responsibilities and legislative requirements under current Work Health & Safety (WHS) Acts and Regulations, ensuring all areas under supervision are monitored for WH&S risks and hazards and are reviewed regularly

Key challenges

- Providing a high level of internal and external customer service while ensuring the safety and security of staff, visitors and the collection, in an environment of varying resource levels and fluctuating demands and ensuring that all museum security/emergency response systems and practices are up to date and operating effectively
- In consultation with the Head of Facilities and Asset Maintenance, ensuring the ongoing integration of the activities of Security with other service delivery sections of the department and the museum
- Staying abreast of and providing timely advice to the Head of Facilities and Asset Maintenance on developments in security related technologies/ practices and being alert to opportunities to apply these in the museum environment.

Key relationships

Who	Why
Internal	
All Museum staff	<ul style="list-style-type: none"> • To give clear instructions to staff and must possess the listening skills needed to resolve problems and counsel staff when necessary
External	
NSW Police NSW Fire brigade Local Area security network	<ul style="list-style-type: none"> • To give clear instructions to external emergency personnel and contractors and must possess the listening skills needed to resolve problems and counsel staff when necessary

Role dimensions

Decision making

The supervisors will act autonomously when responding to internal calls, managing security officers or attending to routine checks. They will take directives whilst on shift from the Security Operations Manager and will take full responsibility of security of the site when working on shift alone.

Reporting line

Security, Safety and Environment Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Experience in the Security or related industry, including operational security duties, crowd control and control room operations at a supervisory level
- Operational and management security experience or related experience in a high profile public site with 24 hour seven days per week coverage
- Ability and willingness to work in all security areas of the Museum.
- Experience in a multitude of security incident types and liaison with outside security agencies and emergency services
- Ability to resolve problems requiring interpersonal and assessment of complex situations
- Strong verbal communication, interpersonal, negotiation, persuasive, facilitation and conflict resolution skills
- Demonstrated experience in incident report writing and sound written communication skills
- Ability to develop and implement policies and procedure
- A clear understanding and knowledge of EEO principles and the commitment and capacity to implement EEO and customer service policies, and the NSW Charter

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

This role also utilises an [occupation specific capability set](#).


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

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
 SFIA		

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	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues
Display Resilience and Courage		

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-category	Level and Code	Level Descriptions
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