



New Zealand Intelligence Community
Te Rōpū Pārongo Tārehu o Aotearoa
 nzic.govt.nz



Position Description

Protective Security Officer (Day)

Business unit:	Intelligence Community Shared Services (ICSS)
Responsible to:	Manager, Security and Emergency Planning
Position purpose:	<p>This job is to provide protective security services to our head office and offsite facilities via a range of security related functions and systems. It also provides reception services, and incident and emergency response for head office.</p> <p>This role also undertakes administrative functions in support of the Protective Security Unit.</p>
Direct reports:	Nil
Financial reports:	Nil
Directorate overview:	<p>ICSS's vision is "supporting and enabling the New Zealand Intelligence Community shared outcomes through the provision of timely and trusted corporate advice and specialist services".</p> <p>The ICSS Group provides strategic leadership in the provision of corporate support to enable NZSIS and GCSB to jointly and individually deliver the outcomes as defined in the Joint Statement of Intent, joint 4 year budget plan and the strategic plans of both agencies.</p> <p>ICSS enables the business through alignment of its service delivery with the organisations' strategic framework and supports the achievement of mission focussed outcomes. ICSS provides effective and efficient common structures, systems and services to support high performance in NZSIS and GCSB.</p>
Remuneration indicator:	Band D
Date Evaluated:	19 June 2014

GCSB mission and values

Our mission

Protecting and Enhancing New Zealand's Security and Wellbeing.

Our values

Respect, Commitment, Integrity, Courage.

Functional relationships

External contacts:

- Visitors to reception
- Contractors requiring security escorting

Internal contacts:

- Support Services staff
 - All staff and tenants
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Objectives

The position of Protective Security Officer encompasses the following major functions or objectives:

- Administration and Reporting
- Control Room Duties
- Security Reception and Visitor Processing
- Security Functions
- Incident and Emergency Response
- Key and Safes Management

The requirements in the above objectives are broadly identified below:

Jobholder is accountable for:

- Administration and Reporting

Jobholder is successful when:

- Administrative functions are proactively completed to support the team, and supplies and materials are ordered and well stocked.
 - Databases, logs, registers and equipment inventory's are maintained and updated within agreed timeframes
 - The document management system and scanning is up to date, accurate and consistent
 - Maintenance programme for shredders, and waste destruction and other equipment is implemented, monitored and executed
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- Equipment fault, repairs and maintenance are addressed promptly and followed up
 - Manage the SOP folder, and as required or requested update SOPs to ensure they are fit for purpose
 - Forms, folders and team documents are up to date, and latest hard copies available
 - Coordinate the induction process to ensure it is well prepared and runs smoothly. Cards and documentation is managed effectively and accurately
 - PSU emails are processed promptly, and filed appropriately
 - Explore ways of enhancing own and teams way of working
 - Assist the supervisor in the development and coordination of scenario based exercises and training
 - Presentations at induction are well delivered
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- Control Room Duties
 - The control room operates smoothly and effectively, and all SOPs and processes are followed
 - Systems are functioning properly, faults are logged and followed up promptly
 - The cleanliness and tidiness of the PSU areas are maintained.
 - All systems are monitored to ensure continue to operate effectively
 - Incidents, alarms and issues are dealt with immediately and effectively
 - Identification and access cards are prepared and issued in accordance with SOP's
 - Telephone enquiries are dealt with in a professional and efficient manner
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- Security Reception and Visitor Processing
 - Visitor advice forms are checked against the Visitor Policy for compliance, and inputted promptly and correctly
 - Visitors are greeted politely and professionally, and are issued with correct identification and visitor pass appropriate to clearance
 - Courier packages and deliveries are dealt with promptly and any suspicious items are escalated in accordance with SOPs registers.
 - Contractors are received, processed and briefed in
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	<p>accordance with SOPs.</p> <ul style="list-style-type: none"> ■ House & Grounds briefings are conducted in accordance with procedures ■ All general enquiries are dealt with in a professional, friendly and informed manner
<ul style="list-style-type: none"> ■ Security Tasks 	<ul style="list-style-type: none"> ■ Internal and external security patrols are conducted and security issues addressed or escalated to the Supervisor ■ Contractors are escorted in accordance with SOPs, security is not compromised, staff are not put at risk by contractors ■ Conduct driving duties, ensuring passengers safety and security. ■ Coordinate security preparation and receipt of participants for conferences, conference and access card preparation ■ Other security related tasks are complied with and carried out in accordance with SOPs
<ul style="list-style-type: none"> ■ Incident and Emergency Response 	<ul style="list-style-type: none"> ■ As first point of contact for the building, appropriate and immediate action is taken in regard to emergency, security or threat related incidents, in accordance with SOPs ■ First aid is provided as required, and first aid certificate remains current ■ Health and safety hazards or issues are raised immediately, solutions identified where relevant ■ Incident reports arising from non-routine, security or emergency incidents are completed promptly and accurately, and actions followed up as required
<ul style="list-style-type: none"> ■ Safes and keys management 	<ul style="list-style-type: none"> ■ Keys are managed and remain secure at all times, key audits are conducted and accounted for, relevant documentation and equipment is maintained ■ Secure containers are effectively managed and accounted for ■ Coordinate repairs, maintenance, relocation and accurate recording and database maintenance
<ul style="list-style-type: none"> ■ Other duties 	<ul style="list-style-type: none"> ■ Work outside business hours as required

The above tasks are provided as a guide only. The precise performance measures for this position will be developed in discussion between the jobholder and manager as part of the performance development and review process. It is also expected that you will undertake

other duties that can be reasonably be regarded as relevant to the position, your experience and capability.

Person specification

Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> ■ NCEA Level 3, or National Certificate in Security or Administration or an equivalent level of learning through experience ■ A current New Zealand drivers licence 	<ul style="list-style-type: none"> ■ A current first aid certificate

Knowledge/experience

Essential:	Desirable:
<ul style="list-style-type: none"> ■ Minimum of three years' experience working in an environment with experience in the use of security systems and procedures or risk/emergency management practices and procedures. ■ Sound experience in administrative tasks and office systems ■ Computer literate with proficiency in the Microsoft Office suite of applications 	<ul style="list-style-type: none"> ■ Proficient in developing registers, and presentations, and maintaining databases ■ Knowledgeable in security measures, security procedures and policies.

Personal attributes

- Very good oral and written communication skills, with the ability to listen and correctly interpret instructions
- Innovative and possessing enthusiasm and drive
- Self-motivated with excellent planning and organisational skills; and the ability to prioritise tasks to meet deadlines and effectively manage changing and concurrent priorities
- Proven ability to work effectively and collaboratively within a team with a shared role
- Flexibility, ability and willingness to work outside normal hours, on occasion
- Trustworthy with a proven record of maturity, initiative, discretion and judgement
- Good decision making and problem solving ability

- Professional customer orientation with a strong commitment to providing a high standard of customer service
- Excellent interpersonal skills with the ability to confidently and professionally liaise with a diverse range of people
- Consistent adherence to standard operating procedures and policies
- An ability to meet the physical requirements of the job

Core competencies

Core Competencies are based on and are consistent with our values. They describe qualities which are common requirements for all GCSB staff at differing levels in the organisation, irrespective of their specialist skills or the particular requirements of their job. They are complemented by specialist competencies, which (where applicable) are set out in individual performance agreements. All employees are measured against the following core competencies as part of performance development and review:

- Security
- Teamwork and leadership
- Results focus
- Communication and knowledge sharing
- Professionalism
- Innovation
- Customer focus

Changes to position description

Positions in the GCSB may change over time as the organisation develops. Therefore we are committed to maintaining a flexible organisation structure that best enables us to meet changing market and customer needs. Responsibilities for this position may change over time as the job evolves. Such change may be initiated as necessary by the manager of this position. This position description may be reviewed as part of planning for the annual performance cycle.

Health and safety

GCSB is committed to providing a healthy and safe work environment and management practices for all employees. Employees are expected to share this commitment as outlined in the Health and Safety in Employment Act by taking all practicable steps to ensure:

- a. The employee's safety while at work; and
- b. That no action or inaction of the employee while at work causes harm to any other person.

Knowledge management

Employees are responsible for ensuring that all business records created are accessible and stored in the correct manner according to GCSB record keeping policy, standards, and procedures.

Employee: _____

Date: _____

Manager: _____

Date: _____