

STAFF-IN-CONFIDENCE



GOVERNMENT
COMMUNICATIONS
SECURITY BUREAU
TE TIRA TIAKI



New Zealand
Security Intelligence
Service
Te Pā Whakamarumarū

POSITION DESCRIPTION

Security Support Officer

Unit/Branch, Directorate: (ICSS)	Protective Security Unit / Intelligence Community Shared Services
Location:	Waihopai
Reporting to:	Supervisor Security Support Officers (Waihopai)
Direct reports:	Nil
Salary range:	D \$42,489 - \$63,733

Purpose of position: To provide security services to Waihopai. This position provides security reception and 24 hour protective security services via a range of security related functions and systems.

In addition, this position provides technical monitoring of mission critical infrastructure systems and incident and emergency response for Waihopai.

Our mission at the GCSB is to protect and enhance New Zealand's security and wellbeing.

Our mission at the NZSIS is to keep New Zealand and New Zealanders safe and secure

Our values at the GCSB are Respect, Commitment, Integrity and Courage

Our values at the NZSIS are Collaborative, Courageous, Positive, Driven and Self-aware

IC Shared Services purpose: The Intelligence Community Shared Services (ICSS) is a trusted partner of the New Zealand Security Intelligence Service (NZSIS) and Government Communications Security Bureau (GCSB) enabling the achievement of individual and joint agency strategic and operational outcomes.

We provide expert advice, guidance and business support in the professional fields of people and capability, finance, facilities, security, and procurement.

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We are. **Are you?**



New Zealand Intelligence Community
Te Rōpū Pārongo Tārehu o Aotearoa
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Key accountabilities	Deliverables/Outcomes
Control Room Duties	<ul style="list-style-type: none"> • 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 SSO areas are maintained • All systems are monitored to ensure they 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
Security Reception and Visitor Processing	<ul style="list-style-type: none"> • Visitor advice forms are checked against the Visitor Policy for compliance, and recorded 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 accordance with SOPs • House & Grounds briefings are conducted in accordance with procedures • All general enquiries are dealt with in a professional, friendly and informed manner
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 and 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 • Maintenance checks on security equipment and access controls are conducted regularly • Other security related tasks are complied with and carried out in accordance with SOPs and/or Station Security Instructors

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<p>Incident and Emergency Response</p>	<ul style="list-style-type: none"> • As first point of contact for the building ensure appropriate action is taken in regards to emergency or security threat related incidents • 24/7 response to all incidents, threats and emergencies is provided • Act as floor warden and ensure the appropriate response to emergencies and staff coordination within the building • First aid is provided as required • Identify and report any health and safety or hazard issues
<p>Administration and Reporting</p>	<ul style="list-style-type: none"> • Complete shift reports, breach reports and conduct handovers to incoming SSO • Complete incident reports arising from non-routine, security or emergency incidents • Maintain and update all databases • Participate in the development and review procedures and processes • Participate in team meetings and briefings, and contribute to the maintenance of the team calendar • Collection and destruction of classified waste is undertaken in an approved and secure manner, in accordance with SOPs
<p>Technical support</p>	<ul style="list-style-type: none"> • Technical issues are responded to in a timely manner • Exercises sound judgement in responding to events as they occur, to provide relevant diagnosis and reporting • Infrastructure operating faults are correctly identified in a timely manner and responded to appropriately • Faults and remedial actions are logged • Is able to pass ongoing workplace competency training and evaluations
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Work safely and take responsibility for keeping self and colleagues free from harm • Report all incidents and hazards promptly • Know what to do in the event of an emergency • Cooperate in implementing return to work plans • Be a visible role model at all times • Follow GCSB's safety rules and procedures 	<ul style="list-style-type: none"> • A safe and healthy workplace for all people using our sites as a place of work • All requirements in the NZIC Health and Safety policy and procedures are met
<p>Other duties</p>	<p>Any other duties that fall within the scope of the position</p>

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Position delegation	
Financial delegation:	None

Key stakeholders	
Internal:	<ul style="list-style-type: none"> Team Leader Security & Emergency Management and other SSOs All Waihopai based personnel
External:	<ul style="list-style-type: none"> Members of the public, contractors and visitors to reception NZ Police RNZAF Base Woodbourne

Person Specification	
Experience:	<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 management practices and procedures.
Knowledge and Skills:	<ul style="list-style-type: none"> Computer literate with proficiency in the Microsoft Office suite of applications. High level of awareness of the factors that can threaten the security and safety of occupants, assets and information. Solid understanding of appropriate investigation and reporting processes. A working knowledge of emergency/threat response procedures and policies and first aid. Knowledgeable in security measures, security procedures and policies. Very good oral and written communication skills, with the ability to listen and correctly interpret instructions. Proven ability to work effectively and collaboratively within a team with a shared role. Good decision making and problem solving ability. Professional customer orientation with a strong commitment to providing a high standard of customer service. Good planning and organisational skills. Trustworthy with a proven record of

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	maturity, initiative, discretion and judgement.
Qualifications and Courses:	<ul style="list-style-type: none">• NCEA Level 3, or National Certificate in Security or an equivalent level of learning through experience.• A current New Zealand Class 1 driver's licence.• A current First Aid certificate.
Specific Job Requirements:	<ul style="list-style-type: none">• Ability to obtain and maintain a TSS security clearance.• An ability to meet the physical requirements of the job.

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. This Position Description may be reviewed as part of planning for the annual performance cycle.

Date PD reviewed: 19/10/2018

Signatures		
Manager's Name		
Signature		Date:
Employee's Name		
Signature		Date: