

Venue Security Officer (Grade B)

The Sydney Cricket & Sports Grounds has the responsibility and privilege of managing our city's original home of sport, the Sydney Cricket Ground. The SCG is an integral part of Sydney's rich sporting and cultural life, attracting people from all over the world since the 1850s.

We have an excellent opportunity for an enthusiastic and customer service focused individual to join our Security team.

This role will be working in our brand-new award-winning Venue Operations Centre and the greater precinct and will be responsible for operating CCTV, two-way radios, logging and other tasks within the precinct during non-event and event periods.

Ideal applicants for the role should be able to demonstrate the following criteria in their application:

- Demonstrated experience a Security control room
- Demonstrated experience in CCTV systems
- Security 1AC Licence, RSA and Provide First Aid (HLTAID003)
- Unrestricted valid NSW drivers' licence

This is your chance to experience the challenge of working in the dynamic Events industry and you will need to be able to hit the ground running and demonstrate the relevant skills and enthusiasm to join our Security team.

Our team work a 7-day fortnight with in a fixed two fortnight roster, comprising of 12-hour shifts (7-7), inclusive of one weekend every fortnight.

HOW TO APPLY

Please obtain a copy of the role descriptions from the employment section of our website at www.scgt.nsw.gov.au and select **two of the key accountabilities** and provide a one paragraph summary to demonstrate an example of how you met/achieved the results of the accountabilities in a previous role.

Please ensure your application includes covering letter (maximum two pages) and an up-to-date resume of no more than five pages which clearly details your skills and experience as relevant to this role.

Given the number of applications we are likely to receive we will only contact those who are selected for an interview by phone and others via email.

APPLICATIONS CAN BE EMAILED TO: hadmin@scgt.nsw.gov.au

APPLICATIONS CLOSE: Sunday 19 May 2019

Please note: Applicants must be Australia citizens or permanent residents to be considered and will be required to undertake a National Police Clearance check

The Sydney Cricket & Sports Grounds values social and cultural diversity and is committed to providing a safe and healthy work environment and the principles of workplace gender equality and encourages indigenous Australians to apply.

Role Description

POSITION TITLE	Venue Security Officer
REPORTS TO	Security Coordinator
ROLE CLASSIFICATION	Full-Time- Grade B
ROLE TYPE	Employee
DIVISION	Facilities
DEPARTMENT	Security
DATE	May 2019

1. Purpose of the Role

To undertake security activities conducted by the Sydney Cricket and Sports Grounds during non-event periods including the protection of assets, the security of workers and visitors and operate the Security Control Centre during events and as required.

2. Key Accountabilities

- Ensure all security operations comply with relevant legislation the Security Industry Act 1997, the Sydney Cricket and Sports Ground Trust Act 1978 and Sydney Cricket Ground and Sydney Football Stadium By-Law 2014 in addition to policies and procedures of the SCG.
- Undertake routine patrolling of the premises and its immediate surrounds in accordance with policy and procedures.
- Perform locking and unlocking duties of designated spaces daily and for the purposes of functions and events.
- Undertake roving security checks of buildings and grounds to ensure that infrastructure is working correctly
- Perform contractor and visitor escorts to secure areas of the site.
- Operate security systems such as CCTV, Facial Recognition, ANPR, Access Control, Key management systems and Duress alarms.
- Operate Fire Systems.
- Respond to security related incidents throughout the precinct
- Respond to emergencies within the precinct in accordance with the SCG's Emergency management Plan and Emergency Response Procedures.
- Render as required first aid assistance commensurate to the level of first aid training held.
- Complete all incident/activity reporting, logging and handover procedures.

3. Key Challenges

- Work collaboratively with all internal & external stakeholders, including tenants, hirers and other SCG departments to provide exceptional service levels to our customers.
- Ensure the venue and event security teams provide the expected level of personnel and asset protection against internal and external security threats.
- Maintain an up to date knowledge of contemporary security practices, technology and knowledge under the legislation, industry standards and publications.

4. Key Relationships

WHO	WHY
All staff including General Managers	Liaise and communicate the SCG’s requirements and establish appropriate action.
Members and their guests, Tenants, Hirers	Provide customer service and advice that supports the SCG objectives. Liaise and communicate with SCG’s requirements and establish appropriate action.

5. Focus Capabilities for the Role

CAPABILITY GROUP AND NAME	BEHAVIOURAL INDICATORS
Personal Attributes <i>Act with integrity</i>	<ul style="list-style-type: none"> • 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 <i>Communicates Effectively</i>	<ul style="list-style-type: none"> • Focus on key points and speak in “Plain English” • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others’ non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly

<p>Relationships <i>Commit to Customer Service</i></p>	<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
<p>Relationships <i>Work Collaboratively</i></p>	<ul style="list-style-type: none"> • Work as a supportive and co-operative team member, share information and knowledge 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
<p>Results <i>Think and Solve Problems</i></p>	<ul style="list-style-type: none"> • Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may impact on completion of tasks • Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems • Suggest improvements to work tasks for the team
<p>Results <i>Demonstrate Accountability</i></p>	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
<p>Business Enablers <i>Technology</i></p>	<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 system improvement initiatives and the introduction and roll-out of new technologies

6. Role Dimensions

Decision Making	This role has limited decision making responsibilities but must be able to problem solve
Dimensions	This role will work closely SCG departments, tenants, venue hirers and other external stakeholders. This role has no direct reports.

7. Qualifications/Experience

- Demonstrated experience in patrols or a Venue Security position
- Demonstrated experience with Control Room Operations
- Security 1AC Licence, RSA and Provide First Aid (HLTAID003)
- CPPSEC3014A Control persons using baton Highly Desirable
- CPPSEC3015A Restrain persons using handcuffs Highly Desirable
- Unrestricted current NSW drivers licence

8. Policies

In accordance with the Code of Ethics and Conduct for NSW Government sector employees the Sydney Cricket and Sports Grounds has formalised a suitable code of conduct for its employees at the Sydney Cricket Ground, its staff and its contracted activities. It is the responsibility of staff to know, understand and comply with all ethical and legal obligations that apply to them.

9. Other Requirements

- Flexibility in work hours including weekends, public holidays and out of hours work
- Must attend staff training, workshops and meetings as and when required