

Role Description

Surveillance Manager



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 4 Level 1
Kind of Employment	Enterprise Agreement
ANZSCO Code	139999
PCAT Code	1332292
Role Number	1787
Date of Approval	
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is a living work of art. A place of possibility and wonder - on and off the stage. We bring people together to be uplifted, empowered and entertained. Our ambition is to be Everyone's House; where we aim to better understand and connect with community; to be a place where everyone feels welcome; to be future ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisational values (Creativity, Courage, Inclusivity, Integrity, Collaboration and Care):

- We better understand and connect with community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

Further detail on strategic direction is set out in the [SOH Strategy 2024-26](#).

PURPOSE OF THE ROLE

The Security Control Room Manager is responsible for managing all facets of Control Room operations, including management of Control Room Operators, whilst overseeing the core duties of the Control Room in identifying, assessing and coordinating a strategic response to security and emergency situations.

The role is responsible for the ongoing development of all technologies pertaining to the Control Room and Emergency Planning & Response Group (EPRG). The role will also be responsible for reviewing and sourcing the latest technologies to enhance EPRG's capabilities in protecting the SOH from any criminal, protest, terrorist and reputational threats.

KEY ACCOUNTABILITIES

- Manage control room operations, to ensure effective implementation and management of all standard operating procedures for the security control room, including the monitoring and operation of fire, security and access control systems, and proactively identifying risk, recommending, implementing appropriate corrective and preventive action.
- Ensure Control Room Operators (CRO), and Supervisor are continuously trained in all facets of Control Room operations, while ensuring that they are proactively monitoring the site and responding to incidents and CRO conduct and take the lead on all incident investigations as required by reviewing CCTV and completing relevant reports.
- Provide strong leadership, guidance and direction to the team on all people and operational matters, including recruitment, training, development of staff engagement strategies, staff development and performance management to create a high performing, diverse and inclusive culture, where staff are inspired and encouraged to apply their diverse skills and perspectives to achieve common goals.

- Continually review effectiveness of all technical systems within EPRG to ensure the most modern and up to date systems and technology is utilised, and provide advice on the most efficient and effective use of current surveillance equipment.
- Provide strategic and operational security advice to the Head of Security & EPRG and Security Operations Manager, focusing on the control room operations, and proactively identifying risk, recommending and implementing appropriate corrective and preventive action
- Develop and maintain close relationships with both State and Federal law enforcement agencies, the Australian Security Intelligence Organisation, and the Australian Defence Force, ensuring appropriate information is shared and ongoing training and development initiatives incorporating SOH site are achieved.
- Actively contribute to the improvement of EPRG operations and service standards by identifying, recommending and implementing approved initiatives, operational plans, standard operating procedures and security procedures that recognise the importance/status of the building and security threats.
- Maintain understanding and comply with the requirements of legislation, policy and procedures that govern CCTV operations in order to maintain the security and integration of Sydney Opera House systems. Maintain close relationships with Local Area Command ensuring appropriate information is passed on by control room operators to ensure they have necessary information to resource and manage incidents.

KEY CHALLENGES

- Operate within a 24 hour live operating environment, including working rotating shifts across days, evenings and weekends.
- Working within a high public visitation site within an increased security threat level environment, remaining vigilant to ensure incidents are identified and managed appropriately.
- Clearly understanding the impacts of local and international incidents which may impact SOH. Proactively identifying through the use of CCTV, key risk indicators or potential threats to the safety of visitors, employees and the precinct of the SOH.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Security Operations Manager	To advise and update on security incidents, to ensure a significant response is in place and to oversee the management of a serious incident
	To ensure the logistics of day to day operations are in place and resourced accordingly.
Security Risk & Resilience Manager	Work with and provide all relevant information on incident and Crisis Management.
Head of Security Emergency Planning & Response	Line Manager. To advise and update on Security incidents and to oversee the high level operation of the control room
Security Manager	Work closely with the Security Managers, provide updates on incidents to share with rostered team.
Control Room Operators	To provide professional advice, education and training in relation to Control Room operations.
SOH Department Managers	To work in partnership to plan for operational and event activities; establish and maintain consistent security and Emergency standards; and consult, educate, advise and provide support on Control Room operations
External	
Presenters, Business Partners, Consultants, Contractors, and the Public	To advise, assist and respond in relation to security related issues or incidents, set an example and maintain consistency in the application of SOH security obligations.
External Agencies	To maintain professional operational relationships with members of key external agencies (e.g. Emergency Services)
NSW Police and Emergency	To facilitate operational elements of major event planning and participate in intelligence sharing and incident reporting

ROLE DIMENSIONS

Decision Making

The role is accountable for the management of security control room operations and staff at the Opera House, including implementing and making recommendations to the Security Operations Manager and Head of Security Emergency Planning & Response regarding all aspects of the Security Control Room that effectively and efficiently achieves the objectives of SOH security and safety strategies and service imperatives. The role has the freedom to exercise authority in the fulfilment of approved security and safety specific plans, however is guided by the direction of the Security Operations Manager. The role is responsible to ensure the integrity of the Security Control Room is maintained.

In the event of an emergency, the role will provide updates to the Chief Warden and will lead the control room operators in managing, recording and coordinating emergency incidents.

Reporting Line

Head of Security, Emergency Planning & Response

Direct Reports

Control Room Operators

ESSENTIAL REQUIREMENTS

- Proven ability to provide strong people leadership in a complex environment, including designing and successfully implementing initiatives to improve team culture and engagement, staff development and teamwork.
- 5+ years demonstrated operational experience within a security control room environment within a high profile or high public visitation site characterised by high levels of constantly changing activity, with a large range of cameras and systems.
- Experience in delivering security or related services within heightened level of threat and experience of a multitude of security incident types and responses and in liaising with outside security agencies and emergency services
- Thorough understanding of the Workplace Surveillance Act 2005, along with all the relevant laws and regulations surrounding the operations of CCTV and thorough understanding of CCTV policies within a large organisation
- Proven experience in investigating Security and or terrorism related incidents
- Proven capability to work under pressure and operate multiple systems in a high pressure work environment
- Current Class 1 AC Security Licence, minimum Certificate III in Security Operations with a Registered Training Organisation, a Responsible Service of Alcohol Certificate and a Senior First Aid Certificate.
- High level of attention to detail and the ability to resolve problems requiring interpretation and assessment of complex situations
- Intermediate to advanced computer skills, as well as strong administrative and report writing skills including writing procedure and policy development documentation
- The ability to work 12 hour shifts on a 24/7 rotating roster
- Ability to make sound decisions in complex environments that have the potential to jeopardise the safety and integrity of the building
- Relevant experience in dealing with complex situations with a changing or mobile threat incident

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.

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Advanced
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept

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 Act with Integrity	Adept	- Represent the organisation in an honest, ethical and professional way and encourage others to do so - Demonstrate professionalism to support a culture of integrity within the team/unit - Set an example for others to follow and identify and explain ethical issues - Ensure that others understand the legislation and policy framework within which they operate - Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Advanced	- Present with credibility, engage varied audiences and test levels of understanding - Translate technical and complex information concisely for diverse audiences - Create opportunities for others to contribute to discussion and debate - Actively listen and encourage others to contribute inputs - Adjust style and approach to optimise outcomes - Write fluently and persuasively in a range of styles and formats
Relationships	Intermediate	Support a culture of quality customer service in the organisation

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Commit to Customer Service		• 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
Results Demonstrate Accountability	Advanced	• Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with government and business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning
Business Enablers Technology	Intermediate	• 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
People Management Manage and Develop People	Advanced	• Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Provide timely, constructive and objective feedback to staff • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives