

Role Description

Operational Security Officer



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney
Classification/Grade/Band	Grade 2 Level 2
Kind of Employment	Enterprise Agreement
ANZSCO Code	442217
PCAT Code	1332292
Role Number	Various
Date of Approval	February 2024
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the 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 committed to making child safety and wellbeing an integral part of our culture. This commitment is reflected in our policies and procedures and will be embraced and embedded across all our operations and practices. Regardless of the role, providing a safe environment for our youngest visitors is a shared responsibility.

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.

PURPOSE OF THE ROLE

This position is responsible to ensure compliance with the application of SOH security obligations by all Internal & External stakeholders. The position is responsible for reporting security related issues and incidents to the Emergency Planning and Response Group management via SOH Emergency Planning and Response Group reporting procedures.

This position is responsible to maintain the integrity of the SOH Security Plan to ensure the protection of the Sydney Opera House as a building of particular cultural significance and a national icon.

KEY ACCOUNTABILITIES

- Provide highly visible, mobile, pro-active security presence by constantly patrolling designated areas of the SOH precinct, and prevent unauthorised access to the building.
- Ensure compliance and effective implementation of all SOPs for roving patrols and static posts that fosters a high performing and collaborative working environment across the ERPG department and SOH.
- Maintain a combined 'Security and Customer service' approach to tasks, incidents or emergencies ensuring that service delivery is timely, effective and efficient and that it meets the SOH Emergency Planning and Response Group standards.
- Assisting the Security Managers (SM) and Emergency Planning and Response Group (EPRG) Management team to deliver all aspects of security across SOH, including BAU requirements, projects, events and major events.
- Respond to direction of SOH Emergency Planning and Response Group management in response to security related tasks or emergencies.

- Report security incidents to SOH Emergency Planning and Response Group management in accordance with SOH Security Reporting procedures, as required.
- Maintain a consistently high level of performance and maintain commitment to SOH performance expectations/development plans.
- Always maintain a consistently high standard of performance and personal presentation including fitness standards, in accordance with SOH Emergency Planning and Response Group standards and SOH Code of Conduct.

KEY CHALLENGES

- Implement SOH Security Plan, balancing security needs and customer service.
- Conduct searches of designated areas throughout the site, including within potentially confined spaces/areas of the building.
- Operate within a 24 hour live operating environment, including working rotating shifts across days, evenings and weekends
Ability to work with a range of internal and external stakeholders, further building and enhancing our working relationships.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Security, Emergency Planning & Response	To comply with all direction in relation to the implementation of SOH security policy and procedures, performance management obligations and provide feedback on security issues.
Security Operations Manager	To receive direction and provide advice on all security and safety issues, coordinate and communicate day to day security operations, assist with the coordination, planning and implementation of the SOH Security and Emergency Management Response Plan, major events and VIP visits. Coordinate directly in the implementation of SOH authorised access policies & procedures. Assist in the implementation of major event and VIP visitation plans.
Security Manager/Senior Security Officer	To respond to all direction on security roles and responsibilities, comply with 24 hour security coverage obligations, undertake all duties, as required, in accordance with Security Group SOP.
Fire Safety Manager	To consult, engage and receive direction regarding Fire Safety actions. Participate in exercises as required aiming to promote resilience of the building and personnel
Security and Event Planning Coordinator	To consult, engage and receive direction regarding event and venue operations.
Fire Safety Officers	To establish a cooperative and responsive relationship within overall security framework.
Staff, Contractors, Consultants	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	
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)

ROLE DIMENSIONS

Decision Making

Operational Security Officers (OSO) are responsible to ensure compliance with the application of SOH security obligations by all Internal & External stakeholders. OSO are responsible for reporting security related issues and incidents to the Emergency Planning and Response Group management via SOH Emergency Planning and Response Group reporting procedures.

OSO are responsible to act at all times in accordance with the legislated requirements governing the performance of security activities in New South Wales, particularly the Security Industry Act 2007 and the Security Industry Regulations 2007, and with SOH Emergency Planning and Response Group SOP and SOH Code of Conduct.

At all times OSO's are responsible to maintain the integrity of the SOH Security Plan to ensure the protection of the Sydney Opera House as a building of particular cultural significance and a national icon.

Reporting Line
Security Manager

Direct Reports
Nil

ESSENTIAL REQUIREMENTS

- Current Class 1A Security Licence, a Responsible Service of Alcohol Certificate and Provide First Aid Certificate.
- Minimum Certificate II in Security Operations with a Registered Training Organisation.
- Security industry or related experience, including operational security duties, crowd control, search procedures, control room operations and the ability to provide and maintain excellent customer service.
- Thorough and comprehensive contemporary operational security or related experience in a high profile and high public visitation site characterised by high levels of constantly changing activity and 24 hour seven days per week coverage.
- 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, including crowd management experience.
- Ability to resolve problems requiring interpretation and assessment of complex situations.
- Ability to meet physical fitness standards in accordance with SOH EPRG policy.
- Strong verbal communication, interpersonal, negotiation, persuasive, facilitation and conflict resolution skills.
- Demonstrated experience in incident reporting and sound written communication skills.
- Ability to adhere to, implement and have a sound
- Working With Children Check (WWCC) understanding of policies and procedures relevant to the workplace and participate in relevant security training.

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.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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 Display Resilience and Courage	Intermediate	- Be flexible and adaptable and respond quickly when situations change - Offer own opinion and raise challenging issues - Listen when ideas are challenged and respond in a reasonable way - Work through challenges - Stay calm and focused in the face of challenging situations
Personal Attributes Act with Integrity	Foundational	- Behave in an honest, ethical and professional way - Take opportunities to clarify understanding of ethical behaviour requirements - Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role - Speak out against misconduct, illegal and inappropriate behaviour - Report apparent conflicts of interest
Relationships Communicate Effectively	Foundational	- Speak at the right pace and volume for varied audiences - Allow others time to speak - Display active listening - Explain things clearly - Be aware of own body language and facial expressions - Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Foundational	- 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
Results Plan and Prioritise	Intermediate	- Understand the team/unit objectives and align operational activities accordingly - Initiate, and develop team goals and plans and use feedback to inform future planning - Respond proactively to changing circumstances and adjust plans and schedules when necessary - Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals - Accommodate and respond with initiative to changing priorities and operating environments
Results Demonstrate Accountability	Foundational	- Take responsibility for own actions - Be aware of delegations and act within authority levels - Be aware of team goals and their impact on work tasks - Follow safe work practices and take reasonable care of own and others health and safety - Escalate issues when these are identified
Business Enablers Project Management	Foundational	- Plan and deliver tasks in line with agreed schedules - Check progress against schedules, and seek help to overcome barriers

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		Participate in planning and provide feedback about improvements to schedules