

ROLE DESCRIPTION

**Security Services Manager**

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| **Cluster** | Stronger Communities |  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services/Infrastructure & Assets/Infrastructure & Maintenance Services |
| **Location** | Parramatta |  |
| **Classification/Grade/Band** | Clerk Grade 9/10 |  |
| **Role Number** | TBA |  |
| **ANZSCO Code** | 511111 |  |
| **PCAT Code** | 1222292 |  |
| **Date of Approval** | 27 May 2022 |  **Ref: IA0109** |
| **Agency Website** | [www.dcj.nsw.gov.au](http://www.dcj.nsw.gov.au/) |  |

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

# Primary purpose of the role

Security Services Manager is responsible for working across all agencies within DCJ managing infrastructure service delivery and stakeholder relationships on all security services, assets and programs designed to provide a safe and secure environment for employees, stakeholders, contractors and visitors.

# Key accountabilities

* Be the key technical lead and provide end to end management of hard and soft security services for DCJ including electronic security programs and solutions as well as management of guarding contracts within DCJ facilities to ensure effective delivery security services and programs.
* Manage stakeholder consultation and maintain sound clients and contractor relationships to ensure that projects and service delivery meet operational needs and contract terms.
* Prepare and interpret technical documents such as tenders, technical security reviews, specifications and plans and managing financial allocations to ensure that operational and asset management priorities, budget, building standards and legislative requirements are met.
* Assist and contribute to the development of security services protocols, procedures and guidelines to support a continuously secure working environment for the diverse asset and operating requirements of DCJ
* Interact with commercial partner and peers to deliver high levels of responsiveness to issues to ensure that all infrastructure supports service-related issues are addressed promptly.
* Forward plan and develop security maintenance programs to address priorities within the available budget and resources at any given point in time.
* Actively monitor outcomes delivered by the commercial service partner to ensure the department can make adjustments to achieve the best possible outcomes through the single operating model.
* Develop risk management strategies to ensure all infrastructure services requirements within the defined region are addressed to ensure that liability is continually minimised.

# Key challenges

* Effectively fostering a “partnership” with the commercial service partner to ensure that outcomes are maximised across the Department.
* Collaboratively working with a diverse set of stakeholders to facilitate the effective service delivery.
* Forward planning to ensure that the highest risks are always addressed as time and budget constraints shift.

# Key relationships

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| **Who** | **Why** |
| **Internal** |  |
| Senior Manager Security Operations | * Receive information regarding strategic direction for program implementation and to develop policy.
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| Infrastructure and Asset staff | * Exchange information regarding facility compliance, negotiate priorities and provide expert technical advice to achieve security compliance.
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| Operational managers and staff | * Exchange information on safety management plan and local compliance issues, present safety information to educate and motivate facility users to take responsibility for security and negotiate priorities and persuades managers to participate in implementation of security strategies.
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| Judicial officers and staff | * Consult as required to determine needs and issues, exchange information on security management plans, work closely to develop strategies for compliance and resolve competing priorities and encourage involvement in safety management issues.
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| Custodial officers and staff | * Consult as required to determine needs and issues, exchange information on security management plans, work closely to develop strategies for compliance and resolve competing priorities and encourage involvement in safety management issues.
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| Procurement staff | * Consult as required to ensure procurement and contract management activities are conducted in accordance with NSW government legislation, directives, policies, procedures and other relevant governance requirements.
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| Staff | * Provide expert technical advice to facilitate local security risk management, share information to raise awareness of security issues and security risk management and persuade participation in security compliance program.
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| **External** |  |
| Cluster Agencies and Stakeholders | * Close liaison to ensure requirements are catered for.
* Share information and advice to coordinate works likely to impact on those areas.
* Negotiate to resolve competing priorities through cooperation.
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| Contractors and Suppliers | * Liaise with regarding progress and delivery of services on site.
* Provide advice and guidance regarding service delivery.
* Provide feedback on contract outcomes.
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**Role dimensions Decision making**

The role determines work priorities in consultation with the Senior Manager, in line with Department priorities, policies and guidelines. The role is responsible for setting the day-to-day work schedule for the Security Services team within these parameters.

The role reviews and makes recommendations on tenders for the agency. The role defers to the Senior Manager on sensitive issues or matters that require financial delegation.

## Reporting line

This role reports to the Senior Manager Infrastructure Maintenance.

## Direct reports

Up to 3 direct reports.

## Budget/Expenditure

As agreed with the Senior Manager Infrastructure Maintenance.

# Key knowledge and experience

* Strong knowledge of procurement, tendering and contracting and policies, procedures and statutory requirements in a complex, large organisation.
* Significant experience with electronic security systems in complex operating environments including security product knowledge and systems integration to support procurements
* Experience designing and implementing personnel and asset security management strategies, policies, plans and programs.

# Essential requirements

* Possess, or have the ability to obtain, and maintain a minimum Australian Government Negative Vetting Level 1 (NV1) security clearance and a favourable Criminal Records Inquiry (CRI).
* Possess, or have the ability to obtain, a NSW Class 2A Security Consultant license.
* Tertiary qualifications in electronic communications or electronic engineering, and security or demonstrated equivalent experience.

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

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| **FOCUS CAPABILITIES** |
| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| Personal Attributes logo | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible, show initiative and respond quickly when situations change
* Give frank and honest feedback and advice
* Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately
* Raise and work through challenging issues and seek alternatives
* Remain composed and calm under pressure and in challenging situations
 | Adept |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices
* Look for and take advantage of opportunities to learn new skills and develop strengths
* Show commitment to achieving challenging goals
* Examine and reflect on own performance
* Seek and respond positively to constructive feedback and guidance
* Demonstrate and maintain a high level of personal motivation
 | Adept |
| Relationships logo  | **Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high- quality customer-focused services
* Design processes and policies based on the customer’s point of view and needs
* Understand and measure what is important to customers
* Use data and information to monitor and improve customer service delivery
* Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
* Maintain relationships with key customers in area of expertise
* Connect and collaborate with relevant customers within the community
 | Adept |

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| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes
* Make sure staff understand expected goals and acknowledge staff success in achieving these
* Identify resource needs and ensure goals are achieved within set budgets and deadlines
* Use business data to evaluate outcomes and inform continuous improvement
* Identify priorities that need to change and ensure the allocation of resources meets new business needs
* Ensure that the financial implications of changed priorities are explicit and budgeted for
 | Adept |

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| Results logo | **Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * Assess work outcomes and identify and share learnings to inform future actions
* Ensure that own actions and those of others are focused on achieving organisational outcomes
* Exercise delegations responsibly
* Understand and apply high standards of financial probity with public monies and other resources
* Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others’ health and safety
* Conduct and report on quality control audits
* Identify risks to successfully achieving goals, and take appropriate steps to

mitigate those risks | Adept |
| Business Enablers logo | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | * Ensure that employees and contractors apply government and organisational procurement and contract management policies
* Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions
* Promote effective risk management in procurement
* Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes
* Represent the organisation in resolving complex or sensitive disputes with providers, suppliers and contractors
 | Advanced |

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| Business Enablers logo | **Project Management** Understand and apply effective planning, coordination and control methods | * Prepare and review project scope and business cases for projects with multiple interdependencies
* Access key subject-matter experts’ knowledge to inform project plans and directions
* Design and implement effective stakeholder engagement and communications strategies for all project stages
* Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
* Develop effective strategies to remedy variances from project plans and minimise impact
* Manage transitions between project stages and ensure that changes are consistent with organisational goals
* Participate in governance processes such as project steering groups
 | Advanced |
| People Management logo | **Manage and Develop People** Engage and motivate staff, and develop capability and potential in others | * Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
* Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
* Develop work plans that consider capability, strengths and opportunities for development
* Be aware of the influences of bias when managing team members
* Seek feedback on own management capabilities and develop strategies to address any gaps
* Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
* Monitor and report on team performance in line with established

performance development frameworks | Adept |

**Complementary capabilities**

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

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| **COMPLEMENTARY CAPABILITIES** |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level** |
| Personal Attributes logo |
|  | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |
|  | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |
|  | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
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| Business Enablers logo | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
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| People Management logo | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |