



## POSITION DESCRIPTION

POSITION TITLE: Field Security Supervisor

REPORTS TO: State Security Manager

LOCATION: Armaguard Branch as advised

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## POSITION OVERVIEW

This position enhances the viability, profitability and growth of the organisation by providing a professional service resource designed to ensure shareholder value through protection of the company brand across each state operation.

The Field Security Supervisor role is part of a team of multi-disciplined staff ensuring the delivery of pro-active customer orientated and commercially focused security and investigation services. These services protect the assets and people of Armaguard and its customers while ensuring compliance with relevant legislation and regulation.

Duties also include the detection and investigation of offences, the application of protective security measures and to detect security breaches.

## JOB DETAILS

- Conduct site risk assessment surveys of Armaguard clients
- Where required, conduct security surveillance of branch opening procedures (CCTV surveillance of branch entry and vault opening sequence monitored from the central radio room).
- Conduct security equipment system checks (vehicle GPS/duress alarms, branch alarms, CCTV and access control).
- Perform as required, dedicated and random security support functions for on-road armoured vehicle and ATM maintenance response operations.
- Compile and issue security alerts as required
- Combination control - Update/change in-branch and ATM vault lock combinations
- Responsible for changing combinations for branches
- Assist with combination changes when required.
- Collect and collate various intelligence information for recording in a data bank
- Participate in incident response procedures which ensure effective incident response procedures are enacted and complied with when a security breach or incident occurs to reduce the likelihood of inappropriate and insufficient actions being taken to deal with the incident which may expose the business to further risk
- Demonstrate commitment to health and safety and participate where required in the resolution of safety issues, ensure safety is applied as a key component of all security services, work practices and procedures.
- Initiate actions to improve health and safety within area of responsibility
- Ensure duties are performed in accordance with relevant EEO, OH&S, Risk Management and Quality Assurance principles as they relate to this function.
- Provide after hours alarm response where required
- Liaise with Police, competitors, branches and others regarding security concerns.
- initiate discussions on security risks with branches and management when necessary

- coordinate the sharing of relevant knowledge in relation to security and fraud breaches across the business
- Provide advice and support as necessary for security related critical incidents
- In accordance with the relevant Legislation and Industry Code of Practice, provide independent supervision ensuring compliance of all on-road and in-branch safety and security requirements.
- Assist Security Manager as required

## QUALIFICATIONS AND EXPERIENCE

- Investigation skills - statement taking and interviewing, preparing evidence, report writing, and covert surveillance
- Certificate 4 in Security Risk Management and Consultants Licence where required).
- Appropriate Security, Firearms and Drivers License
- Demonstrated ability to operate in an environment requiring high levels of confidentiality
- Working knowledge and understanding of OH&S and Risk Management principles.
- Demonstrable experience in interpreting and applying legislation
- Demonstrated excellent oral, written, interpersonal and conflict resolution skills.
- Proven high level of administration and organisational skills, including ability to prioritise and delegate work to meet deadlines and achieve outcomes
- Detailed knowledge of and experience within the cash in transit business and its security requirements.
- Ability to work with minimum supervision and prioritise services.
- Computer literacy

## KEY COMPETENCIES

- Persuasive Communications
- Effective oral and written communications, distinguished by its positive impact and use of appropriate influencing behaviours
- Innovation and Change
- Recognises and/or generates imaginative and creative solutions, challenges the status quo and identifies opportunities for improvement
- Planning and Organising
- Plans and schedules effectively and maintains effective controls and attention to detail to ensure timely delivery of outcomes
- Relating and Networking
- Establishes effective long term relationships and develops and maintains a network of contacts
- Specialist Knowledge
- Applies, maintains and improves on in-depth specialist knowledge
- Teamwork and Diversity
- Works toward common goals in an open collaborative and inclusive manner.
- Analytical Thinking

- Effectively gathers information, analyses problems, makes sound judgements and develops appropriate solutions.
- Adaptability and Resilience
- Adapts own position in response to changes and deals effectively with disappointments and setbacks.
- Outcome Orientation
- Set and meets challenging objectives, initiates action and commits to clear outcomes.