



SOUTH AUSTRALIA POLICE

KEEPING SA SAFE

POSITION INFORMATION DOCUMENT OPS2 Protective Security Officer (Qualified)

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

Guided by the [South Australia Police Strategic Directions](#), SAPOL's vision is to provide a visible, responsive police service for all South Australians. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

The Protective Security Officer (PSO) First Class is appointed by the Commissioner of Police pursuant to the *Protective Security Act, 2007*. The incumbent is responsible for the provision of physical security services to South Australian Government agencies, performing duties within broad but well defined directions, policies and procedures. The PSO First Class is required to use judgement and exercise initiative in the conduct of duties. The PSO First Class may be required to perform either uniform static or mobile patrol duties on a 24 hour, 7 day roster basis.

The PSO First Class is required to exercise a range of authorities provided by the *Protective Security Act, 2007* and may be required to carry and use a range of tactical options (including handcuffs, baton, defensive spray and firearm). The PSO First Class will perform a proactive role to maintain or restore the security of South Australian Government infrastructure and assets, which includes protected persons, places and vehicles. The incumbent may work in a team situation or work alone and unsupervised.

The incumbent must possess a sound knowledge of the Adelaide central business district and metropolitan area, applicable law, Police Security Services Branch (PSSB) standard operating procedures and SAPOL policies and procedures. The PSO First Class will assist with the induction, supervision and training of other members within the Section. They will be expected to provide leadership, a strong customer service focus, sound problem solving skills and positively contribute to a harmonious workplace. They are responsible for maintaining a discrimination and harassment free work and service delivery environment.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. Incumbent may be assigned to other duties at this remuneration level or equivalent
Location	Generic Position Information Document for Metropolitan and Regional locations across South Australia.
Qualifications	Protective Security Officer Qualification
Out of Hours Work	Shiftwork may be undertaken
Travel	Some intrastate travel may be required
Performance Management	The incumbent is required to participate in SAPOL's Individual Performance Management program.

Reporting / Working Relationships

The Protective Security Officer (PSO) First Class reports to a Protective Security Supervisor for day to day activities. The incumbent may work in a team situation or work alone and unsupervised.

The PSO First Class may be required to liaise with managers, operation and administrative support staff within SAPOL and external agencies.

Will be required to assist in the induction and training of other Branch members.

Key Outcomes

Contribute to the security and safety of the community, Government assets, infrastructure, and employees by:

- Undertaking static, foot and mobile protective security duties;
- Staffing security desks and control access in entry foyers and on secure levels of public buildings;
- Providing security at special functions including the security of public officials;
- Locking/unlocking of doors, operation of gates, issuing of and control of keys/identification cards and assisting with violent clients;
- Operating security equipment;
- Observing, detecting and reporting any breaches of security;
- Providing a first response function to security alarm activations and other security incidents;
- Exercising a limited range of legislative authorities to maintain or restore the security of government infrastructure and assets;
- Exercising legislative authorities as a Protective Security Officer pursuant to Part IV of the Protective Security Act, 2007;
- Carrying and maintaining proficiency in the use of operational equipment as required;
- Providing an emergency response function and fire warden duties as required;
- Handling lost/found property and the provision of first aid;
- Undertake special security assignments as directed.

Contribute to the management of incidents and the proper administration of reporting procedures and compliance with policy and procedures by:

- Maintaining journals, logs, note books as required by policy and the appropriate submission of documents and reporting of incident as required;
- Preparing reports and providing statements required for evidentiary purposes;
- Assisting in the maintenance of a confidential work environment by ensuring that documentation and information is securely handled and disposed of in an appropriate manner.

Ensure the effective and efficient conduct of administrative and operational services of Police Security Services Branch by:

- Effectively communicating with a variety of people including all levels of management, other employees and members of outside agencies;
- Promoting best practice performance and service delivery throughout the Branch and ensuring that customer service strategies are maintained;
- Ensuring service standards are achieved and client expectations met including receiving and resolving customer complaints and enquiries;
- Assisting in the induction and training of other Branch members.

Contribute to the maintenance of a harmonious, safe and healthy workplace, free of unlawful discrimination, sexual harassment and bullying by:

- Complying with the Work Health and Safety Act, Equal Opportunity Act, relevant policies and procedures;
- Participating in staff/management forums, committees and training programs;
- Monitoring work practices and facilities to identify risks and opportunities for improvement.

Assist the Officer in Charge to achieve the corporate objectives of the Branch by:

- Ensuring the provision of the highest standards of customer service to clients at all levels through effective customer interfaces and through timely responses to customer enquiries;
- Contribute to the development of an organisational culture that is conducive to goal achievement, productivity and positive working relationships through the promotion of effective communication mechanisms and the encouragement of and information sharing.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE**Essential Minimum Requirements**

- Demonstrate high level of personal integrity and conduct;
- Demonstrate sound communication (written and oral) skills and ability to relate effectively with members of the public;
- Demonstrate ability to work unsupervised and meet required deadlines;
- Demonstrate ability to establish and maintain sound working relationships at all levels;
- Demonstrate ability to exercise sound judgement, initiative and problem solving skills;
- Demonstrated sound customer service orientation;
- Knowledge of the principles of Equity and Diversity requirements;
- Demonstrated (descriptor) knowledge and commitment to **WH&S legislation**, principles and practices; and risk assessment in accordance with the **WH&S Act (2012)**, Regulation, approved codes of practice and AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines.

Desirable Characteristics

- Experience in report writing.
- Experience working within the security industry or a similar disciplined environment.