



POSITION DESCRIPTION

JOB TITLE	Security Officer
BUSINESS UNIT	UNE Life Safety, Security & Information
REPORTING TO	Safety, Security & Information Manager
LOCATION	Armidale
AWARD COVERAGE	Security Services Industry Award 2020 – Level 4
DATE	May 2025
JOB CODE	SSI06

PURPOSE OF THE POSITION

The Security Officer plays a vital role in maintaining the safety, security, and well-being of the UNE community. In coordination with the Safety, Security, and Information team, this position ensures adherence to security protocols and organisational procedures while fostering a professional and customer-focused approach. Key responsibilities include conducting proactive patrols, monitoring facilities for security risks, responding swiftly to incidents, and documenting observations to maintain situational awareness. The Security Officer exercises sound judgment and adaptability in high-pressure situations, balancing patrol duties, response efforts, and reporting responsibilities effectively.

Additionally, this role involves operating and monitoring security systems, enforcing access controls, and assisting with crowd management at university events to maintain a safe and orderly environment. The Security Officer ensures compliance with legal and organisational requirements through accurate incident reporting and active participation in professional development. By maintaining a vigilant and proactive approach to security, this position supports the overall safety, risk management, and emergency preparedness of UNE.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.



One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre and other health services/programs.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

1. Monitor, guard, secure, or protect people, premises, and property at designated sites or locations.
2. Respond to fire or security alarms at assigned posts.
3. Manage the movement of people, vehicles, stock, and materials at gatehouses or similar locations using computer-based systems, including data input and manipulation of spreadsheet programs or advanced monitoring systems.
4. Perform crowd control duties at sporting events, entertainment venues, public areas, or similar activities such as concerts or events.
5. Conduct vehicle patrols across two or more establishments or sites, including multiple locations owned by the same business.
6. Act as the first responder to security incidents or matters as directed.



7. Record and report security incidents or matters using computer-based systems.
8. Monitor and operate building systems under supervision, including visual display units or computerised printouts for functions such as fire alarms, water towers/chillers, temperatures, and other building operations.
9. Monitor, record, input information, or respond to signals and instruments related to electronic surveillance within a central station or specific location.
10. Operate keyboard functions to adjust parameters within integrated building management or security systems, including locking/unlocking doors, programming access cards, auditing door access, and recording time and date of access.
11. Work independently or as part of a team under limited supervision, which may not be at the site where the officer is posted.
12. Exercise discretion within the scope of the classification level.
13. Apply computer skills at an appropriate level.
14. Demonstrate high-level interpersonal and communication skills.
15. Comply with UNE Life Safety, Security & Information rules, policies, and procedures as amended, varied, or replaced, available on the UNE Life Safety Security & Information website.

Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

SPECIAL REQUIREMENTS

1. Hold and maintain a current Class 1A Security Licence (minimum requirement).
2. Hold and maintain current First Aid and CPR certifications, with a willingness to obtain Advanced First Aid certification if operationally required.
3. Hold and maintain a valid NSW Driver's Licence (or equivalent) and demonstrate the ability to travel between sites or perform duties involving escorts or transport-related services on occasion.
4. Demonstrate proficiency in using computers, Microsoft Office applications (Word, Outlook, Excel), and industry-specific software to record and produce information.
5. Hold and maintain a current Responsible Service of Alcohol (RSA) certification.
6. Be available to work all shifts within a rotating 24/7 roster.



7. Complete Emergency Warden training.
8. Hold or be willing to obtain a current Mental Health First Aid certification if operationally required.
9. Hold or be willing to obtain a Traffic Control qualification if operationally required.
10. Hold or be willing to obtain an MR Driver's Licence if operationally required.
11. Complete SEINS training (Service NSW) for parking infringement duties.
12. Commit to ongoing professional development and training opportunities.

UNE Life may conduct the following employment checks on staff:

1. Prior employment checks including relevant disciplinary proceedings.
2. National Criminal History Check.

KEY RELATIONSHIPS

Direct Reports:

- N/A

External Stakeholders

- General public
- Contractors
- UNE staff and students

Internal Stakeholders:

- UNE Life Colleagues

SELECTION CRITERIA

1. Relevant qualifications, as a minimum Class 1A Security Licence and with operational experience in Security; or an equivalent combination of relevant experience and/or education/training or ability and willingness to obtain.
2. Demonstrated ability to control situations involving difficult and stressful incidents.
3. Demonstrated high level interpersonal and communication skills.



4. Demonstrated basic understanding of Work Health and Safety and risks to people and property as it applies to this role.

LEADERSHIP ACCOUNTABILITIES

- Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe and innovative work environment.
- Promote a harmonious and inclusive workplace free of discrimination, harassment and bullying.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

