

JOB DESCRIPTION

Chief Security Officer (CSO)

Brief Overview of the Role:

The Chief Security Officer (CSO) is a high-level leadership position, which oversees and is responsible for the overall security functions of a client organisation and acts as the key point of contact for all security related matters. The CSO manages a team of security personnel and is required to ensure Work Health and Safety compliance of all staff at the managed site.

Number of Direct Reports: Varies

Number of Indirect Reports: Nil

Key Contacts/Relationships:

Internal: Managing Director, Executive Director, Security Officers, Senior Security Officer, Junior Security Officers, Security Coordinators, Mobile Patrol Officers, Special Guards

External: ARMX Clients, Client Stakeholders

Chief Security Officer (CSO) Job Duties:

- Recruit, train and supervise Security Officers and Guards.
- Plan and coordinate security operations for specific events/sites.
- Coordinate staff when responding to emergencies and alarms.
- Investigate and resolve issues.
- Communicate with law enforcement, fire departments, and emergency medical personnel.
- Exercises high level of discretion within the scope of CSO role.
- Maintain an activity log and prepare surveillance reports.
- Adhere to company policies, procedures, manuals, and legal regulations.
- Respond to alarms and requests for help.
- Monitor and prevent movement of prohibited items into and out of property.
- Implement the prescribed emergency plan in case of emergency.
- Inspect and test fire and security systems.
- Monitor staff by patrolling with them using vehicles or on foot.
- Monitor electronic surveillance equipment used on the premises.
- Work with staff to develop safety plans for client site/s.
- Lead periodic safety drills for employees and patrons in the business.

SERVICE EXCELLENCE, SIMPLY DELIVERED

- Provide excellent customer service ensuring ARMX is represented with distinction during all interactions
- Ensure staff uniforms are worn appropriately and Personal Protective Equipment must be worn when and where required.
- Comply with all Occupational Health and Safety requirements.
- Promote Equal Employment Opportunity with all team members and actively ensure that proper standards of conduct are maintained in the workplace and reiterate that harassment in any form is offensive and will not be tolerated by the company.

Selection Criteria:

Qualifications and Experience:

Essential:

- Current Victorian Private Security Individual License
- CPP50619 - Diploma of Security Risk Management or CPP40719 - Certificate IV in Security Management.
- 10 years of relevant work experience.
- No Criminal record.

Desirable:

- Working knowledge of public safety security operations, and procedures.
- Proven experience as a CSO, Retired Warrant Officer of Armoured Force, or within Law enforcement.
- Certificate in First Aid

Skills:

- Excellent problem solving and decision making skills
- Strong reporting skills
- Outstanding organisational and leadership skills
- Interpersonal Skills
- Proficiency with information technology, and an aptitude to learn new software and systems

Personal Characteristics:

- Moral fitness
- Ability to operate effectively in uncertain, emergency and high stress situations
- Professional appearance and demeanour
- High Emotional Intelligence

SERVICE EXCELLENCE, SIMPLY DELIVERED

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- High levels of Integrity
- Dependable
- Bearing

Version Control	
Job Classification	Chief Security Officer
Version	1
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Comments	