



JOB DESCRIPTION

Senior Security Officer (SSO)

Brief Overview of the Role:

A Senior Security Officer is employed principally to maintain order at any place. This is achieved via mechanisms such as screening entry into, monitoring or controlling behaviour in, removing any person from, or otherwise maintaining order in any such place.

They are responsible for detecting any suspicious behaviour and preventing vandalism, thefts or other criminal behaviour and leading Security Officers and Junior Security Officers.

A Senior Security Officer must be highly trained in surveillance and dealing with perpetrators. They will inspire respect and authority as well as possess high level of observation skills. They are able to work from complex instructions and procedures under general supervision which may not necessarily be at the site where the SSO is posted

Number of Direct Reports: Varies

Number of Indirect Reports: Nil

Key Contacts/Relationships:

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

External: ARMX Clients, Client Stakeholders

Junior Security Officer (JSO) Job Duties:

- Secures premises and personnel by patrolling property, monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Obtains help by sounding alarms or by suitable means.
- Prevents losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.
- Controls traffic by directing drivers.
- Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
- Maintains environment by monitoring and setting building and equipment controls.

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- Ensures operation of security related equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; evaluating new equipment and techniques.
- Contributes to team effort by accomplishing related results as needed.
- Monitors property through electronic monitoring systems.
- Assists in the provision of on-the-job training.
- Exercises discretion within the scope of SSO level.
- Performs work independently under limited supervision either individually or in a team environment.
- Is responsible for the quality of their own work subject to general supervision.
- Uniform with **three bar applets** (with shirt) should be neat and appropriate when engaged on authorised and approved ARMX business activity. Personal Protective Equipment must be worn when and where require.
- Represent the company with distinction in all stakeholder dealings.
- Provide excellent customer service.
- Adhere to all company policies, procedures, manuals and operating standards as well as all legal requirements.
- 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
- CPP31318 - Certificate III in Security Operations
- No Criminal record.
- Minimum 5 years' experience as a Security Officer or as an ex-military Junior Non-Commissioned Officer or law enforcement officer.

Desirable:

- Trained in self-defence
- First Aid certificate

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Skills and Abilities:

- Surveillance and observation skills
- Excellent customer service skills
- Reporting skills
- Ability to meet physical activities requirements
- Safety focused
- Excellent decision-making skills
- Rationale and objective
- Excellent Written and Verbal communication skills
- Ability to understand and implement complex instructions

Personal Characteristics:

- Professional and positive attitude and appearance
- Ability to operate effectively in uncertain, emergency and high stress situations
- Emotional control
- Honest and dependable
- Moral fitness
- Bearing

Version Control	
Job Classification	Senior Security Officer
Version	1
Approved by	Managing Director
Approval Date	1 May 2020
Comments	