

JOB DESCRIPTION

Special Guards (SG)

Brief Overview of the Role:

work individually or in a team environment under very limited supervision, which may not necessarily be at the site where the Special Guard 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, Senior Security Officer, Junior Security Officers, Security Coordinators, Mobile Patrol Officers

External: ARMX Clients, Client Stakeholders

Special Guard (SG) Job Duties:

- Monitoring, recording, inputting information or reacting to signals and instruments related to electronic surveillance of any kind within a central station or at a particular location.
- Keyboard operation to alter the parameters within an integrated intelligent building management and/or security system, including operating computer programs which have the ability to lock/unlock doors, program access cards, audit door access by individual as well as recording time and date of access.
- When deployed for events Special Guards monitor the people at the event to ensure rules are followed and everyone is acting safely. Shall provide a sense of protection to attendees and staff. Escort VIPs to and from the venue. Depending on the event location, Special guards may monitor the venue from a secure room using surveillance cameras.
- Responsible for reporting all suspicious activity to their direct supervisors and fellow guards. They do this through two-way radios and direct verbal communication.
- If fights break out during the event or an attendee tries to reach a VIP, special guards are responsible for suppressing the disturbance. This includes holding the suspect until police arrive and take the appropriate action.
- Respond to alarms and requests for help.
- Detect and confront unauthorized persons and violators of security procedures.
- Exercise discretion within the scope of Special Guard.
- Exercise high level interpersonal and communications skills.

SERVICE EXCELLENCE, SIMPLY DELIVERED

- Uniform should be neat and appropriate when engaged on authorised and approved ARMX business activity. Personal Protective Equipment must be worn when and where require.
- 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:

- CPP31318- Certificate III in Security Operations
- Current Victorian Private Security Individual License
- Self-Defence Training
- Minimum 5 years' experience as a Senior Security Officer, ex-military or law enforcement officer
- Knowledgeable regarding Work Health and Safety requirements

Desirable:

- First Aid Certificate

Skills and Abilities:

- High level skills in independent issue identification, problem solving and decision making
- High level analytical skills
- Ability to establish action plans
- Ability to meet physical requirements (i.e. prolonged sitting or standing)
- Ability to work in noisy and crowded environment
- High level interpersonal and communication skills

Personal Characteristics:

- Moral fitness
- Professional and positive attitude and appearance
- Emotional control.
- Honest and dependable

SERVICE EXCELLENCE, SIMPLY DELIVERED

- Ability to operate effectively in uncertain, emergency and high stress situations
- Bearing

Version Control	
Job Classification	Special Guard
Version	1
Approved by	Managing Director
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Comments	