



ARO TŪRANGA Position Description

A wānanga provided in section 162(4)(b)(iv) of the Education Act 1989, is characterised by “teaching and research that maintains, advances and disseminates knowledge and develops intellectual independence, and assists the application of knowledge regarding āhuatanga Māori (Māori tradition) according to tikanga Māori (Māori custom)”.

Tūranga <i>Position</i>	Apiha Mataki Taituara Security Monitoring Officer	
Uepū / Wāhanga <i>Department</i>	Aramātauranga (Educational Delivery Services)	
Takiwā / Rohe <i>District</i>	Te Puna Matauranga (Head Office)	
Wāhi Mahi <i>Location</i>	Mangakōtukutuku (Glenview, Hamilton)	
Whakatau ki <i>Reports to</i>	Kairuruku Whakapapatanga (Communications Centre Coordinator)	
Māka Pūtea <i>Salary Grade</i>	Level 3	
Māngai Pūtea <i>Financial Delegation</i>	N/A	
Wā Roanga <i>Tenure</i>	Permanent full-time (Rostered Shifts)	
Ngā Rōpu Whaihua <i>Functional Relationships</i>	<u>Internal</u> • All TWoA Kaimahi • All TWoA Tauira	<u>External</u> • Manuhiri • Security Contractors and Technicians • Cleaning Contractors • Alarm Monitoring Centre • Emergency Services

Pūtake Tūranga - Role Purpose

The primary purpose of the Security Monitoring Officer is to personally monitor TWoA property and the well-being of people using the central security system, surveillance cameras, radios and the remote alarm system. On occasion, you may need to physically monitor and investigate areas by foot including dealing with security related issues and building lockdowns.

Key Performance Indicators	Success Factors
General Duties Undertake all site related security duties including: - Monitoring and operating security systems and radio communications - Dealing with security related issues and building lockdowns - Observing and reporting security related incidents - Responding to system activations or staff enquiries and requests	• <i>Prompt and appropriate responses are provided to system activations, communications, enquiries, complaints and requests for information</i> • <i>Security issues are identified, reported and resolved according to TWoA policy and procedure</i> • <i>Security systems are checked and buildings secured upon site lockdowns</i>
Security Systems Monitor and maintain security and surveillance systems, resolve and report any issues.	• <i>Security and surveillance systems are operational at all times. Issues are identified and resolved effectively and within specified time frames</i> • <i>Changes in security requirements are relayed to appropriate personnel promptly</i>
Security Databases and Records Ensure efficient and effective operation of the day-to-day changes and updates of security databases, including an incident database, data evidence transfers, electronic prompts, physical files, and key management systems	• <i>Security database information is accurate and well maintained</i> • <i>Security incidents are accurately recorded, reported and evidence secured</i> • <i>Activity logs are kept up to date</i>
Operational Support Provide general operational support including: - Relieving in the communications centre - Supporting the team at national events - Assisting Regional Coordinators with staff access requirements - To develop and update electronic material for staff "security awareness" in line with security policy and procedure - Any other tasks as and when required	• <i>Relief provided as required in the communications centre, support meets operational standards</i> • <i>Operational support is provided to the security team as required</i> • <i>Suitable electronic material is produced and updated regularly that informs staff of security related issues in line with policy and procedure</i> • <i>Positive can-do attitude</i>
Health and Safety - Recognise and address circumstances to prevent unhealthy or unsafe situations - Perform any manual duties in a safe and responsible manner	• <i>Adherence to all safety and wellness policies and procedures.</i> • <i>Unsafe situations are dealt with promptly, efficiently and appropriately to the expected standards of TWoA policies</i> • <i>Zero harm while carrying out duties</i>
Other Duties - Undertake any additional duties as required by management	• <i>Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa</i>

The employee shall be required to exercise all their skills and knowledge in the achievement of the position objectives and to follow any current or future procedures and policies related to achieving the objectives.

The responsibilities and expectations outlined in this position description may alter as business needs change. In addition specific objectives and outcomes will be agreed to with the kaimahi's manager on an annual basis at performance review.

Person Specification:

<u>Qualifications and Experience</u>	Qualifications: • L3 Certificate in a security related field • Must have a clear Police record and hold, or be able to obtain a C.O.A (Certificate of Approval to be a responsible employee of a security guard) • Full NZ Drivers Licence (Clean Class 1) Experience: • 2 – 3 years' experience in the security industry Āhukatanga Māori: • Willing to participate in cultural activities and motivated to develop an understanding of āhukatanga Māori (values, culture and tikanga) • Able to greet and acknowledge people in te reo Māori and pronounce Māori words correctly • Prepared to increase knowledge, understanding and everyday use of te reo and āhukatanga Māori and support other kaimahi in the same endeavour • Actively applies Te Wānanga o Aotearoa values in the workplace
<u>Technical Skills</u> Are the specialised skills and abilities required for a particular role	• Intermediate user knowledge of Microsoft Office Suite – including (but not limited to) word, excel, outlook and powerpoint • Active Listening - giving Full attention to what other people are saying, asking questions as appropriate, and not interrupting at inappropriate times • Communication - can convey verbal information effectively • Vision - the ability to see details at both a distance and at close range
<u>Behavioural Skills and Attributes</u> Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles	Adaptability Adjusts behavioural style or method of approach to the needs of a situation to achieve a goal. Approachability Makes others feel comfortable, welcomed and at ease should they need support, help or advice. Is perceived as helpful, genuine and amicable. Conflict Management Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations. Manages and resolves conflicts and disagreements in a positive and constructive manner to minimize negative impact. Customer Focused Builds positive rapport with all external and internal customers. Is attentive and responsive to their needs and is proactive when finding solutions. Goes beyond expectations in providing exceptional support, advice or help. Represents Te Wānanga o Aotearoa in a positive light. Decision Making Makes quality decisions in a timely manner and under pressure. Information Seeking Goes beyond questions that are routine or required in the job and can “scan” for potential opportunities or miscellaneous information that may be of future use. Integrity and Honesty Establishes credibility and trustworthiness through appropriate actions; and is considered consistent; dependable and honest.

	Problem Sensitivity Can tell when something is wrong or is likely to go wrong.
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