

POSITION DESCRIPTION

VENUE & EVENT SERVICES Department May 2019

## CASUAL VENUE SECURITY OFFICER



- > **Reports to** Venue Security Supervisor

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- > **Department** Venue and Event Services

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- > **Liaison with** Events, Functions, Police & Security Organisations and relevant key stakeholders

### > Job Goal

To assist in providing best practice security and ensure effective asset protection at the Melbourne Cricket Ground and Yarra Park while delivering with a focus on superior customer service.

### > Accountabilities

#### Policy and Planning

- Participate in ongoing reviews of MCC security procedures and discuss recommendations with Venue Security Supervisors

#### Organising and Operating

- Communicate key issues to Venue Security Supervisors (VSS) prior to start of the next shift
- Support team in delivering excellent customer service and operations (including individual or group goals and objectives)
- Implement asset protection plan and associated procedures and practices
- Liaise with emergency services (VICPOL, MFB, Ambulance), and prepare timely incident reports
- Provide security services for the MCC including functions and events
- Provide accurate and timely information on key risk areas, health and safety requirements and other key issues to VSS
- Assist in identifying potential hazards and document results and follow up to the relevant manager
- Respond to emergencies and/or alarms (first responders: first aid, fire, gas detection etc)
- Operate electronic surveillance and access control software, and building electronic information systems
- Assist in the administration of MCC key management (mechanical and electronic keying)
- Attend meetings as required or when directed
- Assist in operations of MCG visitor access system
- Comply with MCC health and safety policies and procedures
- Act as Chief/Deputy Warden on non-event days as per the MCC Emergency Plan
- Receipt, deliver and coordinate courier activity to the venue
- Assist in resourcing non-event and event day rostering

#### Monitoring and Control

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- Monitor security and facility related software for regular and irregular activity
- Identify and resolve security related incidents as they occur, and provide detailed, clear and precise concise incident reports to the VSS in a timely manner
- Audit security equipment (cameras, alarms and access control systems, communication equipment etc.) to ensure operational readiness
- Monitor contractor compliance with health and safety requirements
- Contribute to meeting individual and team performance goals
- Provide accurate and timely information to individuals impacted by the MCC security policies and procedures
- Complete reports as requested by VSS
- Monitor adherence to risk management guidelines and processes. Ensure all guidelines, processes and procedures are adhered to by self and others
- Communicate and monitor adherence to MCC security and safety guidelines and procedures

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### Personal Interaction

- All duties and tasks undertaken in a manner that provides outstanding customer service
- Communicate often with the VSS
- Ensure collaboration across different interest groups by clearly communicating internal security procedures.
- Maintain positive relationships with all key stakeholders by providing accurate and timely information and secure their commitment to MCC security outcomes
- Positive and professional approach to communicating and supporting team members
- Work with external agencies to deliver safety and evacuation procedures

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### Leadership capabilities

- MCC Leading at the 'G' capabilities apply to this position, specifically at the 'Leading Self' level. These are outlined in the Leading at the 'G' framework.

### > Qualifications and Skills

- Current Security Licence, minimum Cert II (must be current at all times for employment as a VSO) and a level II First Aid Certificate)
- Relevant experience in a similar position (with focus on customer engagement and front line management) at a major venue highly desirable
- Experience in a customer service environment and able to demonstrate excellent customer service delivery
- Relevant computer based skills (MS Office suite in particular) and writing proficiency

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- Good communication skills, in particular with customers – externally and internally (including all team members). Experience with the use of VOIP phones and the understanding of its features.
- Ability to work autonomously and as a team member
- Understanding of organisation's business plan, vision and mission and the ability to interpret such information
- Able to solve problems and "think on your feet"
- Sound knowledge of CCTV, electronic security, control room operations and mastery keying systems
- Ability to evaluate and make recommendations and improvements to security processes, practices and procedures
- Ability to work under pressure and to tight deadlines
- Highly committed to team outcomes
- Understanding of relevant health and safety legislation from security and venue perspective – experience of emergency warden role desirable