

Security and Customer Service Casual Protective Services Officers

Canterbury Museum seeks several customer-focused and culturally-aware people with experience in using access control and intruder detection systems to work as part of our team of Protective Services Officers. The successful applicants will be self-motivated and will have previous security and customer service experience. This is an opportunity to join the team at one of New Zealand's premier heritage and tourism attractions.

To find out more about these positions and how to apply please visit the careers page on our website www.canterburymuseum.com

Applications close at 5.00 pm on Sunday 23 October 2016



How to Apply

Applications are invited by letter with attached Curriculum Vitae. The letter should include your own assessment of your suitability for the position and indicate when you are free to take up duties. The Curriculum Vitae should include information about your experience and qualifications and the names and contact details (address, email and telephone numbers) of two or three people who are willing to assess the applicant's merits if confidential reference is made to them.

Your application should be addressed to **Anthony Wright, Director**, and emailed to:

PSOApplication@canterburymuseum.com

Applications will close at 5.00 pm on Sunday 23 October 2016.

Conditions of Employment

Conditions of employment will be set out in a standard Canterbury Museum Individual Employment Agreement if you are offered a position. Applicants must have, or be eligible for, a New Zealand work visa.

Confirmation of employment will be subject to a satisfactory response to the Ministry of Justice's 'Request by a Third Party under the Official Information Act for a copy of criminal convictions held' (required by the Museum's Security Policy).

Remuneration

The Museum employs a job sizing methodology which assesses relativities between positions and relates jobs to salary bands. Each band has a scale running from 80% through to 120%, with 100% being the midpoint which is commonly understood to be the value where the job is being carried out at a successful and fully competent level.

Remuneration at commencement will be based on qualifications and experience and is likely to be in the range of \$37,805 per annum (80% of Band C), and \$47,257 per annum (100% of Band C).

JOB VALUE STATEMENT

Date:	October 2016
Job Title:	Casual Protective Services Officer (PSO)
Responsible to:	Security & Risk Manager
Key Stakeholders:	Occupants of Museum includes staff, contractors, lessees staff and visitors
Key Relationships:	Security & Risk Manager Protective Services Group staff Public Engagement Manager, Deputy Director Customer Experiences & Education Manager Director (employer)

1. Job Context

The **Canterbury Museum** exists to add value to the present and future citizens of Canterbury and the many visitors to Christchurch, by welcoming our visitors to explore the diversity of the natural world and our cultural heritage and to make this a fun experience. This will be achieved through:

- creating an interactive experiential journey for our visitors through stories of Canterbury Waitaha and New Zealand Aotearoa and provide a view on the rest of the world
- reaching out to children of all ages and providing learning experiences in an informative and engaging setting
- building and properly caring for the collection of priceless treasures we hold in trust for the community
- working with a range of partnerships which integrate us into the wider community. In particular we are committed to working with iwi in the spirit of the Treaty of Waitangi, embodying concepts such as mauri, kawa, mana and wairua
- high quality relevant research on our collections and the dissemination of the results to the widest possible audience
- providing our visitors with friendly high quality customer service and ensuring equitable access to all
- upholding and adhering to the highest professional standards of best practice
- providing maximum community benefits from the resources made available to us
- providing staff with the learning and development opportunities required to enable them to carry out their work.

The **Protective Services Officer** reports to the Security & Risk Manager (see attached Organisation Chart).

2. Job Purpose

The position of Protective Services Officer exists to:

- carry out overall Museum security through sound security and risk management practice
- respond to emergency situations including evacuation, fire and flood events / alarms
- respond to health and safety related issues
- tend to visitor's needs and requests for assistance as required

- provide support for the day to day functions carried out within Canterbury Museum (including its related premises).

3. Key Output Areas

The duties and responsibilities outlined describe the core tasks, you may be required to undertake other additional support duties.

<p>1. Provide Museum security by:</p> <ul style="list-style-type: none"> • effective use of the access control, alarm monitoring and surveillance system, and all other electronic and manual security provisions • managing the security control room, ensuring equipment is functioning correctly, regular maintenance and cleaning is done, and all operating procedures are followed • providing controlled access for approved personnel to high security areas • maintaining key and access card registers • providing high standards of observation, initiative and effective response to any circumstance that may threaten Museum visitors, staff, assets, collections or reputation • responding to all alarm events during work hours, and to after-hours call outs when rostered as on call • ensure house rules are monitored and adhered to for the protection of the wider collection ie Museums food and beverage policy • act as an “immediate responder” during an emergency or building evacuation • providing a security presence for the removal or installation of artefacts • maintaining a visible gallery presence during public hours through mobile foot patrols • ensuring open-up, close-down and lock-up procedures are strictly followed • ensuring the building is fully secure, all hazards controlled and security systems armed before last departure • monitoring exterior premises as required • providing protective services staffing for after-hours functions • ensuring receipt and transfer of monies adhere to cash handling policy and procedures for staff safety and integrity • being aware of, and communicating, any circumstances that threaten the Museum’s revenue generation ability, including fraud, kickbacks, deliberate damage to Museum or exhibition reputation • maintaining a daily incident register
<p>2. Ensures adherence to health and safety procedures and process by:</p> <ul style="list-style-type: none"> • maintaining a safe work environment and the prompt reporting of any potential hazards • keeping up to date with standard operating procedures and in house training related sessions • become proficient in any door alarm, personal alarm tests to maintain customer and staff well-being • provide accurate and succinct incident reports professionally and prior to shifts’ end
<p>3. Promotion of the Museum as a centre of excellence by:</p> <ul style="list-style-type: none"> • adhering to Museum policies, procedures and the employee handbook which form part of the individual employment agreement; this includes health & safety requirements • adhering to professional standards, practice and code of ethics • promoting excellent public relations by clearly communicating Museum values and objectives • ensuring use of sustainable practices wherever possible and proactively seeking continuous improvement • accepting additional responsibilities when requested by your manager • have a “can do” attitude when given any task or responsibility

4. Profile of an Ideal Protective Services Officer

The following job competencies, qualifications and experience represent an ideal applicant. It is recognised that not all candidates will meet all criteria.

(a) Job Competencies

Knowledge

- general security management procedures, in particular building evacuation, building clearance and first aid
- access control and surveillance system knowledge and experience
- keying systems, key registers, and the procedures that govern access control
- awareness of risk factors that could threaten visitors, staff, collections, buildings, assets and reputation including physical threats of fire, flooding, pests and hazardous materials
- security-related law, with supporting knowledge of the nature and consequences of crime
- broad based site security, handling of difficult customers or critical situations
- basic knowledge of issues related to display of Museum collection items

Skills

- outstanding verbal and non-verbal communication skills
- computer literacy adequate to operate the access control and surveillance system, and the key manager computer for day-to-day operations
- ability to readily become familiar with and meticulously adhere to procedures
- ability to use initiative, problem-solving and decision-making skills
- report preparation skills
- ability to resolve conflict and deal with difficult people
- use of cleaning equipment, tools, fire-fighting and emergency equipment

Behaviour

- high personal presentation, reliability and punctuality
- commitment to excellent internal and external customer service
- ability to diffuse potentially difficult situations while remaining safe
- cultural sensitivity and awareness
- honesty and integrity, particularly when dealing with money and property
- flexibility to work to a changing roster
- consistent adherence to standard operating procedures

(b) Qualifications

Candidates must hold or be working towards:

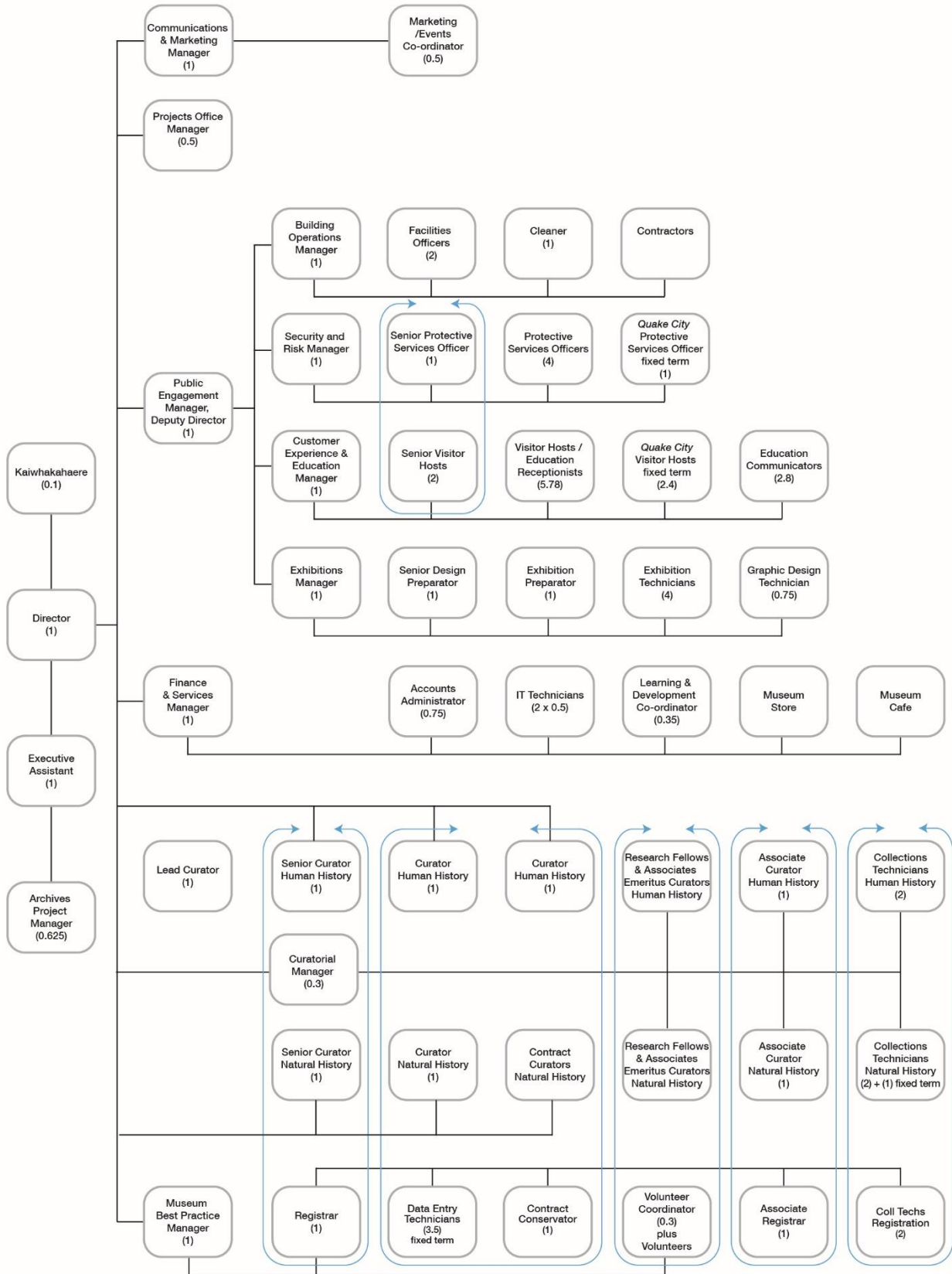
- National Certificate in Security (minimum Level 2, preferred Level 3) or similar qualification
- a current First Aid Certificate
- a current New Zealand Drivers Licence

(c) Experience

The position will require:

- the use of security systems and procedures
- previous knowledge of risk management practice and procedures
- prior security, front line customer service or emergency management experience
- team player

organisational chart



28 April 2016