### 3.2 Control Centre Operator Duties

**Purpose**

*To define the Control Centre Operators duties and responsibilities.*

**Guideline**

The Security Control Centre is staffed 24 hours a day, 365 days a year, and in most cases is the first point of call for staff, contractors and visitors making an inquiry.

The Security Control Centre Operator, at the direction of the Security Operations Coordinator, is responsible for all security operations/directions on their shift.

The Security Control Centre Operator’s duties/responsibilities are;

- **Receive Control Centre Handover** - At the start of each shift, Control Centre Operators will give a verbal handover to the incoming Operator
- **Security Briefing** – At the commencement of each shift, the Control Centre Operator will conduct a briefing with all staff, allocate their duties for the day, issue keys, radios and contemporaneous notebooks
- **Desk Log** – Ensure that all events are entered into the electronic Desk Log (IRIS)
- **Buildings/Rooms** – Ensure that all buildings and rooms are opened/closed as per their schedule
- **Cardax Alarms** – Ensure that all alarms on Cardax are physically checked by the Area Security Officers/Mobile Rover
- **Isolations/De-isolations** – Ensure that Area Security Officers/Mobile Rover isolate or de-isolate fire panels as requested
- **Help Points** – Ensure that all Help Points are tested on every shift and that faults are reported immediately
- **Lights** – Ensure that all lights are working, reporting any faults
- **CCTV** – Monitor Campus CCTV and ensure that all faults are reported immediately
- **Campus Radio Network** – Ensure that all radios in use during shift are in working order and that faults are reported
immediately

- Safety/Security Equipment - Ensure that all safety and security equipment that is monitored by security is in working order, reporting any faults immediately
- Telephones – Answer all telephone calls promptly and in a courteous manner
- Counter Inquiries – Attend to counter inquiries as soon as practicable and in a courteous manner
- Maintain Authorised Contractor Lists – Ensure that the authorised Contractor Key Issue & Parking Permit lists are current
- Issue Keys – Ensure that keys are issued to authorised persons only and that all keys are returned by 1700 every day
- Issue Parking Permits (one day scratch permits) – Ensure that parking permits are issued to authorised persons only
- Lost & Found – Ensure that Lost & Found property is disposed of as soon as practicable. See Lost & Found Policy for further clarification
- Emergency Services – Contact emergency services when required at the request of Area Security Officers
- Lifts – Monitor emergency lift telephones and ensure there is an immediate response if someone is trapped in a lift
- Memo’s – Ensure that all memo’s, work permits, isolation/de-isolation requests, or any other written requests are recorded and filed for the appropriate time and date
- Incident Reports – Ensure that Area Security Officers/Mobile Rover complete all Incident Reports before the end of their shift
- Service Requests – Ensure that all hazards/faults are reported via an online service request before the completion of shift
- Cleaners – Ensure that all cleaners are in full uniform, with relevant identification and that all cleaners sign on & off
- Operate the, MQ Alerts”, mass notification system, as directed by the Campus Security manager, Manager Health & Safety and or the Director, Wellbeing.
- Customer Service Officer – Supervise customer service officer and have him/her assist wherever possible
In addition, the Security Control Centre Operator is also responsible for the monitoring of other safety and security systems. These include:

- Fire Indicator Board: - Isolations & Alarm Conditions
- Gas Detector Alarm: - Service Tunnels
- TCT - Alarm Temperature for Building Services Failure
- Campus Radio Network GPS
- Campus & Car Park Lighting Override Switch

To ensure the smooth operation on every shift, the Control Centre Operator will not:

- Leave the Control Centre unattended unless they are required to evacuate the building for an emergency
- Use any computer for personal purposes
- Give unlawful or unreasonable direction to any Area Security Officers/Mobile Rover
- Consume alcohol or have their meal break in the Control Centre
- Listen to any music or watch television in the Control Centre
- Read newspapers, magazines, journals or books, that are unrelated to their Control Centre Operator’s duties
- Leave the Control Centre doors open
- Allow an authorised persons into the Control Centre

All Control Centre Operators are responsible for the organisation and cleanliness of the Control Centre. At the completion of each shift, it is the responsibility of the outgoing Control Centre Operator to ensure that all diaries, folders, clip boards and any other official document used on their shift is returned to its designated location.

Control Centre Operators will also ensure that all bench tops, monitors, keyboards, printers and other equipment used is wiped down.

<table>
<thead>
<tr>
<th>Contact Officer</th>
<th>Campus Security Manager</th>
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<tbody>
<tr>
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<td>Approval Authority</td>
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<td>Related Policies, Procedures, Guidelines, Forms or Templates</td>
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